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ABSTRACT

A survey was conducted in 1979 to determine the state of public library service to physically handicapped persons (persons with visual, hearing, or mobility impairments). Usable returns were received from: (1) 398 public libraries that serve populations of more than 25,000 and are not network libraries of the Library of Congress National Library Service (NLS) for the Blind and Physically Handicapped; (2) 84 NLS network libraries that are also part of public libraries; (3) 44 state libraries; and (4) members of the American Council of the Blind. Analyses of the responses indicated that, while public library service to hearing impaired persons appeared to be in greatest need of improvement, public library resources, services, and facilities for visually and mobility impaired persons should also be improved. Specific recommendations include greater involvement of handicapped persons--the actual potential users of the service--in the planning and evaluation of the library service, training of the library staff in special resources and services available to handicapped persons, and having a staff member be responsible for coordinating library services to this group at the building and system levels. Six appendixes, which make up more than half of the report, contain sample letters and questionnaires sent to libraries, statistical data, and a background paper on library and information services. (18 references) (Author/SD)

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FINAL REPORT

THE CURRENT STATE OF PUBLIC LIBRARY SERVICE TO PHYSICALLY HANDICAPPED PERSONS

U.S.O.E. Grant No. G007801807

Gerald Jahoda

and

William L. Needham

School of Library Science
Florida State University
Tallahassee, Florida 32306

June 1980

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PUBLIC LIBRARY SERVICE TO PHYSICALLY HANDICAPPED PERSONS

ABSTRACT

The state of public library service to physically handicapped persons (persons with visual, hearing, or mobility impairments) was determined with the aid of questionnaires. Usable returns were rereceived from 398 public libraries that serve populations of more than 25,000 and are not network libraries of the Library of Congress National Library Service for the Blind and Physically Handicapped (NLS), 84 NLS network libraries that are also part of public libraries, 44 state library agencies, and members of the American Council of the Blind, an organization of blind persons. While public library service to hearing impaired persons appears to be in greatest need of improvement, public library resources, services, and facilities for visually and mobility impaired persons also should be improved. Specific recommendations include greater involvement of handicapped persons, the actual and potential users of the service, in the planning and evaluation of the library service, training of the library staff in special resources and services available to handicapped persons and having a staff member responsible for coordinating library service to this group at both the building and system levels.

Final Report

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THE CURRENT STATE OF PUBLIC LIBRARY SERVICE TO PHYSICALLY HANDICAPPED PERSONS

Work by

Colleen Colovos
Gerald Jahoda
William L. Needham

Report by

Gerald Jahoda
(Principal Investigator)

and

William L. Needham

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School of Library Science
Florida State University
Tallahassee, Florida 32306

June 1980

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I. Introduction

The objective of this study was to determine the state of U.S. public library service to physically handicapped persons. Physically handicapped persons are defined as persons having visual, hearing, and/or mobility impairments. The precise number of such persons in the U.S. in uncertain, but one estimate is that 14.3 percent of the total civilian noninstitutionalized population experiences some degree of limitation of activity due to chronic conditions. [1]

Public library service to physically handicapped persons is backed up by the Library of Congress' National Library Service for the Blind and Physically Handicapped (NLS). NLS offers service to print handicapped persons, persons who, because of visual or physical impairments, cannot read or hold a book. NLS network libraries may be part of public libraries or not affiliated with public libraries. State library agencies are also involved in public library service to physically handicapped persons in that they coordinate efforts, train library staff through consultants and also provide backup services to public libraries.

The literature about public library service to physically handicapped persons was reviewed for surveys of library service and surveys of users. NLS publishes an annual survey of its network libraries, about two-thirds of which are part of public libraries. This survey gives data on collections, special services, circulation, budget and personnel. [2]

A survey of NLS network library users was started in 1979, but the report of this study is not yet available. [3] An earlier study of eligible persons but non-users of NLS network libraries, conducted

for NLS and described in the NLS News in 1978, is also not yet available.[4] A summary of a study of blind readers is reported by J.G. Chandler, chairman of the Library Committee of the American Council of the Blind.[5]

While there are references to individual services offered by public libraries to physically handicapped persons, surveys of individual and groups of network libraries, and reports of reading interests, there is no report on a national scale of public library service to physically handicapped persons nor a national study of physically handicapped persons' use of libraries. The 1966 Public Library Standards include general statements about library service to this group, as exemplified by the following extract.

> "i. Every individual should have access to library service freely available in his local community.
>
> ii. Every individual should have convenient and planned access to the full range of modern library facilities provided by community, area, state, regional, and federal library agencies."[6]

In 1979, ALA approved standards for network libraries that deal with administration, resource development, service to users, and public education and information.[7]

An assumption is made that good public library service to physically handicapped persons should be equivalent to good service to any person in the community served by the public library. When this is so, physically handicapped persons will be aware of resources, services, and facilities of their public library and can either go in person to the public library or, if they are unable to do so, receive service from the public library at their places of residence.

Data for this survey was collected by questionnaires sent to public libraries, including both public libraries that are and are not

NLS network libraries. All NLS network libraries that are part of public libraries and about one-third of public libraries that serve a population of 25,000 or more and are not network libraries were sent questionnaires. Questionnaires were also sent to all state library agencies. In addition, organizations of handicapped persons were contacted for user group input.

The report of this survey is divided into the following sections: Section 2 summarizes the survey findings from questionnaires sent to public libraries (both NLS and non-NLS network libraries); Section 3 summarizes findings of the questionnaires sent to state library agencies; Section 4 summarizes the survey of organizations of handicapped persons; Section 5 suggests goals for public library service to handicapped persons; and Section 6 gives a summary and conclusions. The appendixes include questionnaires used in the survey, detailed tables of findings and a summary of results distributed to the delegates of the White House Conference on Library and Information Services.

We would like to acknowledge the contributions of a number of persons who assisted with different aspects of this project: the librarians who took the time to answer the questionnaire; the project consultants, Professor Genevieve Casey, Mr. F. Kurt Cylke, Mrs. Virginia Grigg, Ms. Susan Haskin, Dr. Mary Jo Lynch and Ms. Beverly Papai who assisted in the planning of the project and reviewed the questionnaires for both public libraries and state library agencies and who also made a number of suggestions during the course of the project; Miss Colleen Colovos who keypunched the data from the questionnaires and assisted in the analysis of the data; Dr. Duane Meeter who assisted in the sampling procedures; Dr. Alan E. Bayer who helped in the design of the questionnaires; Mr. Walter Terrie who coordinated

the computer work; Mrs. Julianna Winchell who typed the manuscript and served as project secretary; and last, but not least, Gloria Jahoda, who read and helped extensively in the preparation of the manuscript.

II. FINDINGS - PUBLIC LIBRARIES

This section summarizes the findings of questionnaires returned by public libraries that are NLS network libraries as well as by libraries that are not NLS network libraries. Complete tables of the findings are given in the appendixes. After a discussion of the methodology used, a profile of public libraries that are not NLS network libraries is given. This is followed by a comparison of non-NLS network libraries with and without branches, and then by population served. Next, a profile of NLS network libraries is given, followed by a comparison of NLS network libraries housed inside and outside of public libraries, and then by a comparison of NLS network libraries by population served. The section concludes with a comparison of NLS network libraries with non-NLS network libraries.

Public library service is discussed in terms of resources (material and equipment), facilities, services, and means for providing the service (staff, use of volunteers, liaison with agencies serving handicapped persons, liaison with organizations of handicapped persons, and publicity of and budget for the service). To facilitate both writing and reading, the words "more" or "fewer" libraries are used instead of the more precise but more awkward phrases "a higher percentage" or "a lower percentage" of libraries.

The findings are based on questionnaires sent out in early 1979. The questionnaire was pretested both in NLS network libraries and non-NLS network libraries and discussed at a meeting with the project consultants. The questionnaires sent to both groups of libraries were the same with one exception. Non-NLS network libraries were asked whether or not they are housed in public libraries. All 100 NLS network libraries that are part of public libraries (whether or not

housed in public libraries) were contacted, and of these 100, 84 returned usable responses. This is an 84% return rate. For the non-NLS libraries' part of the survey, about one-third of such libraries serving a population of 25,000 or more were systematically selected from the 1978 Bowker's American Library Directory. The libraries so selected were compared against the list of NLS network libraries previously compiled and duplicate libraries were removed from the list of non-NLS network libraries. Of the 488 non-NLS network libraries so selected, 398 libraries returned usable replies. This is an 81% return rate. Questionnaires for non-NLS network libraries with branches were sent to the main or headquarters library. Data from the questionnaires were keypunched for computer analysis, and the Statistical Package for the Social Sciences (SPSS) was used to obtain percentages, standard errors, and significant differences based on the Chi square test.

Libraries in both groups were divided into four subgroups by population served: Libraries serving populations of less than 50,000; libraries serving populations of 50,000 - 99,999; libraries serving populations of 100,000 to 199,999; and libraries serving populations of greater than 200,000.

Since sampling was used in the survey of public libraries, the results are subject to sampling errors. The standard error for each of the factors is given in the appendix tables. By adding two standard errors to the percentage figure and deleting two standard errors from the percentage figure, a range of percentage figures is obtained. The true percentage figure is likely to be within that range 95 out of 100 times. For example, the percentage of public libraries, other than network libraries, that added large print books or magazines to

their collection during the past twelve months is 94. The standard error is .012 or 1.2%. To obtain the range of percentages within which the true figure is likely to be included 95 out of 100 times, the standard error is multiplied by two and this figure is added to and subtracted from the percentage figure obtained. In this case, the range of percentage figures is 91.6 - 96.4. It can thus be said that as far as adding large print books or magazines to their collection during the past 12 months, the true figure for public libraries that are not NLS network libraries and that are serving a population of greater than 25,000 is likely to be within the range 91.6% to 96.4% in 95 out of 100 of such libraries. Most of the standard errors for non-NLS network libraries are less than 2.5% while most of the standard errors for NLS network libraries are less than 5.5%. In comparing NLS network and non-NLS network libraries and omitting other comparisons, the Chi square test of significant difference was used. Factors differing at a significant level of 0.05 or higher are reported in the appendix tables and discussed in this section.

A. Profile of non-NLS network libraries

Resources - Material

A collection of material in a special format, for example, recorded books, was defined in terms of having added material in that format during the last year. This does not differentiate libraries by size of collection. In fact, the collection may be minimal and may only constitute a sample or deposit collection as in the case of talking books deposited in non-NLS network libraries by NLS. More libraries have material for print handicapped persons than for hearing handicapped persons. Collections of recorded books or magazines are

maintained by about one-third of the public libraries and brailled books or magazines by about one-sixth of public libraries. Almost all public libraries have collections of books and magazines in large print. Four-fifths of the public libraries have high interest/low reading level material but less than one-tenth have captioned films. Books on visual, hearing or physical impairments are in at least two-thirds of the public libraries.

Resources - Equipment

Magnifying devices are available in about two-thirds of the public libraries but less than one-tenth of the libraries have low vision reading devices such as closed-circuit television reading machines. Less than one out of twenty libraries have teletypewriters for communicating with deaf persons.

Facilities

About half of the libraries have designated parking spaces near the library for physically handicapped persons. About three-fourths of the libraries have barrier-free access to the library and to its interior except for the stack area. Over half of the libraries have appropriate signs for visually impaired persons but less than one-sixth have designated areas for reading to such persons.

Services - Services offered to the general public

Less than half of the libraries have readers' advisory services for visually or hearing impaired persons. Over two-thirds have information and referral services about community resources for physically handicapped persons. Since no definition of this service was given in the questionnaire, some of the respondents may have equated this service with traditional reference service. Only about one out of twenty libraries provides reference service via teletypewriters.

About one-fifth of the libraries offer book talks for visually impaired and about one-fourth offer film programs for the hearing impaired. Less than one out of twenty prepare newsletters for physically handicapped persons.

Services - Special services offered to physically handicapped persons

Over four-fifths of the libraries retrieve material from the stacks for physically handicapped persons. About two-thirds provide assistance in the use of equipment, such as record or cassette players. Material is circulated by mail from over a fourth of the local libraries and by over a third of the libraries from another library in the system. The phrasing of the questionnaire makes it impossible to determine the overlap between these two questions. That is, we cannot say whether local libraries that circulate material by mail also have other libraries in their system that circulate material by mail.

Recording of material by the library staff is done in only about one out of every twenty libraries and by volunteers in less than one out of ten libraries. Brailling by the library staff is done in only one out of 200 libraries and by volunteers in less than three out of 100 libraries. About seven out of 100 libraries prepare a directory of braillists and about the same number prepare a directory of interpreters for the deaf. Transportation to and from the library is provided by about three out of 100 libraries. Deposit collections for institutionalized persons are provided by over four out of ten libraries. Out reach for the homebound is provided by the local library staff in over half of the libraries, by volunteers in the local library by over a third of the libraries, and by another library in the system in over a third of the libraries. Out reach to institutions by the staff

of the local library is provided in almost half of the responding libraries, by volunteers in the local library in about one fourth of the libraries and by another library in the system in about one third of the libraries. Because of the phrasing of the question, it is not possible to determine the overlap of the responses in the outreach service.

Means for Providing Service - Staff

Over six out of ten libraries provide orientation for the staff on library service to physically handicapped persons. Less than one-sixth have in-service training for this purpose. Almost six out of ten libraries have staff members who have attended workshops, classes, or other formal training in library service to physically handicapped persons during the last two years. Only about one out of five libraries have staff members with knowledge of sign language and two out of 100, with knowledge of braille. Less than half of the libraries have staff coordinators on library service to physically handicapped persons at the local library level and less than half have such coordinators at the library system level. The wording of the questionnaire does not permit the determination of overlap in these two responses.

Means for Providing Service - Volunteers

Volunteers for library service to physically handicapped persons are only used in about one-sixth of the libraries.

Means for Providing Service - Use of back-up libraries

About four out of ten libraries refer users to another library in the system. This may be an NLS network library since such a library may belong to the library system. NLS network libraries are called upon at least once a year for material by two-thirds of the libraries,

for equipment by over two-thirds of the libraries, for information by over two-thirds of the libraries, and for in-service training by almost all of the libraries.

Means for Providing Service - Liaison with other organizations

Liaison with agencies serving physically handicapped persons is maintained by three-fourths of the libraries and liaison with organizations of physically handicapped persons, by about one-sixth of the libraries.

Means for Providing Service - Involvement of physically handicapped persons in library service

Only about six out of 100 libraries have a physically handicapped person on either the governing board or on advisory committees.

Means for Providing Service - Publicity

Library service to physically handicapped persons is publicized via the radio by over one-third of the libraries, via television by less than one-sixth of the libraries, via newspaper by about two-thirds of the libraries, via other publications by a third of the libraries, and via talks to groups by about half of the libraries.

Means for Providing Service - Funding

About four out of ten libraries have in their budgets specific item or items on library service to physically handicapped persons. Of these libraries, about three-fourths use local funds, about one-fifth use state funds, about one-third use federal funds, about one-fourth use funds obtained from philanthropies, and less than one-tenth use funds obtained from foundations.

B. Comparison of non-NLS Network Libraries - libraries with and without branches

In this comparison, factors that were significantly different at the 0.05 or higher level are listed and discussed. It would appear reasonable to assume that libraries with branches are libraries serving larger populations. Such libraries are likely to serve larger numbers of physically handicapped persons and thus offer more to physically handicapped persons than libraries without branches. This turned out to be so for several factors, but the opposite held true for other factors. While most public libraries do not have teletypewriters to communicate with deaf persons, significantly more libraries with branches have such equipment. On the other hand, more libraries without branches had barrier-free access to the library, perhaps because of more recent construction. More libraries with branches offer film programs for hearing impaired persons than do libraries without branches. More libraries without branches circulated material by mail from other libraries in the system. More libraries with branches provided outreach service to homebound persons and to institutions using staff members, but more libraries without branches provide homebound service from other libraries. More libraries with branches have liaison with agencies serving physically handicapped persons. Talks on library service to physically handicapped persons are offered by more libraries with branches. More libraries with branches use funds from federal sources but fewer such libraries use funds from philanthropies.

C. Comparison of non-NLS Network Libraries by Population Served

A more direct comparison of the effect of the size of the population served is made in this section. Libraries were divided into

groups serving less than 50,000, 50,000-99,999, 100,000-199,999 and 200,000 or greater.

Again, one would anticipate that libraries serving larger populations would serve more physically handicapped persons and would therefore provide more service to this group. In terms of material in special formats, more public libraries serving larger populations (referred to as large public libraries) collect recorded books and magazines, braille books and magazines, and captioned films. Also, more large public libraries have reading devices, such as closed circuit television reading machines, for use by print handicapped persons, and teletypewriters for communicating with deaf persons. More large public libraries have designated parking near the library for physically handicapped persons and areas designated for reading to print handicapped persons. In terms of service, more large public libraries offer reference service via teletypewriter, book discussion groups for visually impaired persons, and film programs for hearing impaired persons. More large public libraries circulate material by mail from the local library but fewer provide this service from other libraries in the library system. This is probably because the large library is the most likely to provide such service. More large public libraries have brailling done by volunteers, and provide directories of braillists and interpreters for the deaf. More large public libraries maintain deposit collections in institutions, and provide outreach service by the staff to institutionalized persons. In addition, more large public libraries have staff that have attended workshops, classes and other formal instruction on library service to handicapped persons during the past two years, and more large public libraries have staff with knowledge of sign language. Again, more

large public libraries maintain liaison with agencies serving handicapped persons and more large public libraries maintain liaison with organizations of handicapped persons. In terms of publicity, more large public libraries use television, publications other than newspapers, and talks to groups to acquaint the public with library service to physically handicapped persons. In aspects of library service to physically handicapped persons in which public libraries differ by size of population served, the larger public libraries seem to offer more such services. This is not, however, always the group of largest libraries (the group serving populations greater than 200,000) but is in several instances true of the next to the largest groups, that serving populations between 100,000 and 199,999.

D. Profile of NLS Network Libraries

In this section a profile of the NLS network libraries will be presented in the same way as was done for public libraries other than NLS network libraries.

Resources - Materials

NLS network libraries have, as their principal resource, collections of recorded and brailled books and magazines. Hence, all NLS libraries have such collections. Almost all collect large print material, two-thirds collect high interest/low reading level material, and about one-sixth collect captioned films. Almost nine out of ten collect material on visual impairments, while four out of five collect material on hearing and mobility impairments.

Resources - Equipment

Four out of five NLS network libraries have magnifying devices, about one-fourth have low vision reading devices, and about one-fifth have teletypewriters.

Facilities

About one-half have designated parking spaces near the library for handicapped persons. Over three-fourths have barrier-free access to the library and barrier-free interiors except for the stack areas. Over half have appropriate signs for visually impaired persons and about half have an area designated for reading to visually handicapped persons. This is an indication that not all of these libraries are designed for in-person use by physically handicapped persons.

Services

Almost nine out of ten provide readers' advisory service to visually handicapped persons, one-sixth provide reference service via teletypewriters for hearing impaired persons, and almost nine out of ten provide information and referral services on community resources for physically handicapped persons. Book talks for visually impaired persons are offered by about one-third of the libraries and film programs for hearing impaired persons by about the same percentage. Newsletters for physically handicapped persons are sent out by about three-fourths of the libraries.

Services - Special services for physically handicapped persons

Almost all libraries retrieve material from the shelves, provide assistance in use of equipment, and circulate material by mail for physically handicapped persons. About one-third of the libraries use staff for recording material and over one-half use volunteers. Brailling by the library staff is done in less than one-sixth of the libraries, and brailling by volunteers is done by over one-fourth of the libraries. Directories of braillists are provided by almost half of the libraries and directories of

interpreters for the deaf, by one-fourth. Transportation to and from the library is provided by about one out of 15 libraries. Deposit collections in institutions are maintained by almost nine out of ten libraries. Outreach service to the homebound is done by the staff in two-thirds of the libraries, by volunteers in more than one-third of the libraries, and through other libraries in the library system by about half of the libraries. Outreach service to institutionalized persons is done by the staff in about two-thirds of the libraries, by volunteers in about one-fourth of the libraries, and through other libraries in the system in almost half of the libraries. As was indicated above, the wording in the questionnaire makes it impossible to determine overlap among these aspects of outreach service.

Means for Providing Service - Staff

Over four-fifths of the staff are given an orientation to library service to handicapped persons. About six out of ten have in-service training in this field and over nine out of ten have staff members who attended workshops, classes or other formal training during the last two years. Almost one-third of the libraries have a staff member with knowledge of sign language while about one-fourth have someone with knowledge of braille. Almost nine out of ten have a coordinator of library service to physically handicapped persons in the local library and almost eight out of ten have such a coordinator in the library system. The responses to this question may be understood in more than one way. If the question was interpreted as coordinator of library service specifically to print handicapped persons, then all of the respondents would have said yes, other than libraries that had this position vacant at the time. If, on the other hand, the question was interpreted as including other than print handicapped

persons (which are not the responsibility of NLS) then the answer to the question might have been no.

Means for Providing Service - Volunteers

Volunteer services are important to NLS network libraries and over half of them use volunteers for library service to physically handicapped persons.

Means for Providing Service - Liaison

Almost all libraries maintain liaison with agencies serving physically handicapped persons and about two-thirds maintain liaison with organizations of physically handicapped persons. Involvement of handicapped persons in library service through membership on governing boards or advisory committees is less common and took place in fewer than one-fourth of the libraries.

Means for Providing Service - Publicity

Various means are used to publicize library services to handicapped persons. Three-fourths of the libraries use radio, about six out of ten use television, about nine out of ten use newspapers, about three-fourths use other publications, and almost all present talks to groups in the community on library service to physically handicapped persons.

Means for Providing Service - Funding

Over nine out of ten of the libraries have item(s) in the budget for library service to physically handicapped persons. Of those libraries with a specific budget item(s) on library service to physically handicapped persons, about six out of ten obtain money from local funds, about three-fourths from state funds, about six out of ten from federal funds, about one-third from philanthropies, and less than one out of ten from foundations. It should be pointed

out that recorded and brailled material, along with bibliographic support, are obtained from federal funds - that is, through NLS.

E. Comparison of NLS Network Libraries Housed Within and Outside of Public Libraries

One would consider it likely that a NLS network library housed within the public library would benefit from its environment by offering more services to print handicapped persons. The presence of a network library in a public library might also stimulate the public library to offer more service to handicapped persons other than print handicapped persons than might otherwise be the case. The findings were examined for evidence of such a synergistic effect. Fewer NLS network libraries located within public libraries collect information on mobility handicapped persons than do network libraries outside of public libraries. On the other hand, more NLS network libraries within public libraries offer film programs for hearing impaired persons. In fact, the percentage for NLS network libraries that offer this service in public libraries is higher than for any other group of public libraries. More brailling is done by volunteers in network libraries outside public libraries than within public libraries. More outreach service to institutionalized persons performed by other libraries in the system is done by NLS network libraries outside of public libraries. More NLS network libraries inside public libraries retrieve material from the stacks for physically handicapped persons.

F. Comparison of NLS Network Libraries by Population Served

Relatively few factors differ significantly when comparing NLS network libraries by size of population served. More of the libraries serving larger populations collect material on visual impairments,

provide information and referral service on community resources for handicapped persons, send newsletters to handicapped persons, use volunteers for recording materials, and use staff as well as volunteers for brailling.

G. Comparison of Non-NLS Network Libraries with NLS Network Libraries

Resources

As might be anticipated, more NLS network libraries have collections of recorded books and magazines and braille books and magazines. More non-NLS network libraries collect high interest/low reading level material, probably because other than deaf persons make use of this material. The larger percentage of NLS network libraries collecting captioned films, even though NLS network libraries are not intended to serve deaf persons (other than deaf blind persons) may be a synergistic effect. That is, public libraries serving print handicapped persons may also tend to serve hearing impaired persons. A larger number of NLS network libraries have low vision reading devices and teletypewriters. While the questionnaire asked about teletypewriters for communicating with deaf persons, it is likely that some librarians checked this question when they had a teletypewriter to be used for any purpose.

Facilities

The only significant difference between NLS network libraries and other libraries in this category is that more NLS network libraries have areas for reading to print handicapped persons.

Services

More NLS network libraries have readers' advisory service for visually and hearing impaired persons, provide reference service via teletypewriters,, provide information and referral service on community resources for handicapped persons, offer book talks for print

handicapped persons, film programs for hearing impaired persons, and issue newsletters for handicapped persons. Also, more NLS network libraries retrieve material from the stacks for handicapped persons, provide assistance with use of equipment, send material by mail, do recording and brailling by staff or volunteers, and prepare directories of braillists and interpreters for the deaf. More NLS network libraries have deposit collections for institutionalized persons and provide outreach programs to institutions by members of the staff. In sum, NLS network libraries provide more service to print handicapped persons, as might be expected. In several instances more service is also provided by NLS network libraries to hearing impaired persons.

Means for Providing Service

More NLS network libraries have staff orientation and in-service training on library service to handicapped persons, have staff that have attended workshops, classes or other formal training on the subject during the last two years, have staff with knowledge of sign language or braille, and have staff coordinators on library service to handicapped persons. Also, more NLS network libraries use volunteers. More NLS network libraries maintain liaison with agencies serving handicapped persons and with organizations of handicapped persons, and more of them have handicapped persons on their governing boards or advisory committees.

For publicizing library service to handicapped persons, more NLS network libraries use radio, television, newspapers, other publications, and talks before groups.

In terms of budgets, more network libraries have specific budget items for library service to handicapped persons as might be expected.

Of those libraries that have such specific budget items, more non-NLS network libraries have local funds for library service to handicapped persons and more NLS network libraries obtain funds from state and federal sources.

III. FINDINGS - STATE LIBRARY AGENCIES

The questionnaire sent to all state library agencies is based in part on five-year plans for library service to handicapped persons submitted under Title IV-B(later subsumed under Title I) of the Library Service and Construction Act. Plans from 35 states were examined for this purpose. A draft of the questionnaire was discussed at a meeting of Project consultants and a revised questionnaire, modified as a result of these discussions, was pretested by three state library agencies. After minor revisions, the questionnaire (Appendix C) was sent to the directors of all of the state library agencies. Forty-four out of the fifty state library agencies returned usable replies after one follow-up by telephone, an 88% return rate.

The findings from this questionnaire are discussed under the broad categories of resources and services, staffing and training, coordination of services, liaison and surveys, and funding. The first twenty-one questions asked whether the state library agency performs a particular activity and if the answer was no, whether this activity should be performed. In the last question, state library agencies were asked to identify up to five model (exemplar) public libraries in their state in terms of library service to handicapped persons. These libraries and other detailed findings are given in the appendix.

Resources and Services

Seventy percent of the respondents agree that state library agencies should provide backup collections of captioned films for public libraries but only two percent actually do so. Backup collections of large print books is said to be a needed service of the state library agencies by 91% of the respondents and offered by 77%. On a related matter, backup

collections on handicapping conditions is said to be a needed service of state library agencies by 95% of the respondents and offered by 84% of them.

The maintenance of a directory of interpreters for deaf persons by state library agencies is said to be needed by 29% of the respondents and maintained by 9%. The maintenance of a directory of braillists by state library agencies is said to be needed by 65% of the respondents and maintained by 46%. Reference service via teletypewriters for deaf persons should be performed by state library agencies in the opinion of 83% of the respondents but this is only done by 14%.

Staffing and Training

Ninety-three percent of the respondents agree that there should be at least one full-time-equivalent staff member in the state library agency assigned to library service to handicapped persons, but only 68% have this amount of staff time assigned for this service. Three questions dealt with workshops, institutes, conferences, or other formal training programs on library service to handicapped persons conducted or sponsored by state library agencies during the past twelve months. Such programs for librarians were said to be needed by 95% of the respondents with 52% having hald such programs during the past twelve months. Such programs for volunteers were said to be needed by 80% of the respondents and held by 34% of the respondents during the past year. Programs for professionals other than librarians were said to be needed by 84% and held by 32% of the respondents during the last twelve months. One question asked about the need for state library agencies to stimulate the state's library school(s) to offer instruction on library service to handicapped persons. Of the thirty-three respondents who agreed that

there is such a need, one-third actually stimulated the library schools to offer such instruction. It should be pointed out that not all of the respondents have library schools in their state and that in only two states with a library school did respondents indicate that there is no need to stimulate instruction on library service to handicapped persons. In these two states the negative answer to this question may have been made because library schools already offer such instruction.

Coordination of Services, Liaison, and Surveys

Almost all respondents agree to the need for coordinating library service to handicapped persons offered by state library agencies with such service offered by public, academic, and school libraries and three-fourths of the respondents actually do so. Almost all respondents agree to the need for coordinating library service to handicapped persons offered by state library agencies with those of institutional libraries and 84% do so. As to the need for actually working with other agencies and organizations serving handicapped persons in stimulating library use by handicapped persons, almost all respondents agreed to this and almost all actually do so. Almost all respondents agree to the need of having a handicapped person on the state library agency's governing board or advisory committees and three-fourths do so.

The need to involve handicapped persons in other ways in state library agencies' programs for library service to handicapped persons is agreed on by 91% of the respondents and being done by 67%. Nine-tenths of the respondents agree to the need for conducting surveys on the state's library service to handicapped persons and two-thirds did so during the prior two years.

Funding

Four questions were asked about funding of library service to handicapped persons. Over nine-tenths agree to the need to work actively toward full funding and/or additional funding for Federal programs and over eight out of ten actually do so. Almost the same responses are given when the question was directed to state funds. Four-fifths of the respondents agree with the need for state library agencies to assist local libraries in obtaining local funds and three-fifths do so. About five out of six of the respondents agree to the need for the state library agency to provide funds to local libraries and about two-thirds do so.

Summary

There appears to be agreement by state library agencies that their agency plays an important role in various aspects of library service to handicapped persons. On some points, such as work with other agencies serving handicapped persons and involving handicapped persons by membership in the state library agency's governing board or in other ways, there is not only agreement in principle but the principle is put into practice by most of the respondents. Areas for improvement, in terms of acting on agreed upon needs, are needed in two areas. The offering of workshops or other training programs on library service to handicapped persons in all types of libraries, for librarians, for volunteers performing this service, and for professionals in other fields should be sponsored or supported by state library agencies. Such workshops, surveys of service and other means for coordinating library service to handicapped persons suggest the need for at least a full-time-equivalent staff member in the state library agency responsible for library service to handicapped persons. Another

suggested area for improvement is backup service to deaf persons. Unlike print handicapped persons, deaf persons do not have a service similar to NLS. The state library agencies would improve the level of service to this group by offering reference service via teletype-writers and having backup collections of captioned films.

IV. FINDINGS - SURVEY OF PHYSICALLY HANDICAPPED PERSONS

Introduction

It is generally agreed that user involvement is essential in the planning and evaluation of library services. Until recently, relatively little user involvement in library service to handicapped persons has been reported in the literature. The studies by the Library of Congress National Library Service for the Blind and Physically Handicapped [8,9] and users of network libraries in Ohio [10] are examples of studies of print-handicapped users, primarily dealing with NLS network libraries rather than public libraries. The problems of obtaining handicapped users' comments on public library service include problems of identifying handicapped persons (both users and potential users of public libraries), of contacting such individuals, and, finally, of obtaining responses. All these difficulties were encountered in the present study and these account for the absence of generalizable results.

Methodology

There are constraints in techniques that may be used with handicapped persons. For example, written questionnaires other than in braille, which is only used by a small portion of the visually handicapped population, cannot readily be used for visually handicapped persons. Interviews in person or by phone cannot be used without interpreters in the case of hearing-impaired persons. Interviews by telephone of visually handicapped persons were attempted by calling sixteen randomly selected visually impaired individuals in Florida, but since only two could be contacted, this technique was abandoned. Next, national organizations of hearing, visually, or mobility

impaired persons were contacted for names of local chapter presidents of organizations of handicapped persons. The plan was to discuss public library service at meetings of local chapters in three states, Florida California, and Texas. These states were selected for two reasons: they represent areas with large populations of handicapped persons and their favorable winter climate was not likely to impede responses from users at the season (winter) of the study. (The planned technique was to have public library service discussed at meetings of organizations of handicapped persons. A smaller attendance at such meetings was anticipated during inclement weather.) Letters were sent to three state chapters of the National Association of the Deaf but no response was received. Letters were also sent to chapters of the National Spinal Cord Injuries Foundation in these states, again without response. Local chapters of the American Council of the Blind were contacted by telephone in the three states. Responses from 12 chapters (nine in Florida, one in Texas and one in California and a chapter in California about to be formed) were received. When a chapter agreed to participate in the study, an audiotape with instructions and a return mailer were sent. The script that introduced the study and asked the questions in given in Appendix D. The four questions asked were:

1. Have any of the members present at the meeting visited or used the local public library for other than recorded books (talking books) or magazines during the past twelve months?
2. (If yes) For what purpose did they use the library and with what results?
3. (If no) Why did they not use the library and what would encourage them to use it?

4. Do they have any other suggestions on how the local public library can improve its services to persons with handicaps?

Results - Visually Handicapped Respondents

Responses were received from twelve groups of visually handicapped persons: eleven of these were American Council of the Blind chapters and one was a group of persons in the process of organizing such a chapter. Nine of these groups were in Florida, one was in Texas and two were in California.

Seven groups reported the number of persons attending the meetings, with a total of 155. Of this total, 52 (34%) reported having used a local public library within the previous twelve months. When asked for their reasons for using a local library the reasons most often mentioned were:

* To use reference services or materials, locate information or do research.
* To borrow print books.
* To obtain large-print materials.
* To borrow musical records.

Other reasons mentioned were to attend talking book discussions or braille classes or to obtain training in the use of audio-visual equipment.

There is no quantifying of these reasons because of the limited number of responses. Only half of the groups commented when asked for their suggestions on improving local public library services to persons with handicaps. The suggestions referred largely to collection access and content. Specific suggestions were:

* Have more talking books.
* Become a sub-regional library of the NLS network.

* Route the bookmobile closer to home.
* Offer programs in adult education.
* Provide recorded tapes of local news.
* Have more variety in the general collection.
* Have a larger number and greater title selection of special format materials (braille, large print).
* Provide lists of available non-print materials.
* Have more copies of materials available.
* Have better publicity about information and services available in public libraries (and send this information to groups of handicapped persons).
* Provide transportation to the library.
* Make the library building more accessible.
* Have more materials pertinent to handicapped persons.
* Advertise for volunteer readers and maintain a file of volunteers.
* Have more talking book machines to loan.

Since no responses were obtained from hearing or mobility impaired persons, two additional small-scale attempts were made. A small number of hearing-impaired persons were contacted who were members of a large local church (Tallahassee, Florida) at which services are interpreted by sign language.

- Four deaf persons were interviewed through an interpreter. Of the four, one had used the local public library within the past year. This person used the library on occasion to borrow books for recreational reading and the only problem expressed was in finding books that were of an understandable reading level.

- Of the three deaf non-users, one said the public library was located too far away, another bought books rather than borrowing them, and the third had poor eyesight and what little reading was done was from books at home.
- The non-user who lived far away did use the library in the church. This person also did not know that the public library was open on Saturdays nor what its lending policies were.
- Suggestions for improvements in library services were that the library prepare a list of available books that could be mailed to potential patrons, and that the library mail the borrower's card application form so that it would be completed before coming in to the library.

Discussion of Findings

There are, as has been pointed out already, problems in identifying, contacting, and obtaining responses from handicapped persons. Obtaining responses through organizations of handicapped persons may be fruitful if attempts are made to establish personal rapport, as was done in the case of the American Council of the Blind, of which the principal investigator is a member. While the small number of responses prevents generalizations, some observations appear warranted. The public library does not now appear to play an important role in supplying reading material or information to handicapped persons, with the notable exception of public libraries that are network libraries of NLS. This appears to be the case for several reasons. First, handicapped persons may not be aware of resources and services in public libraries because of lack of communication, and, second, it may be difficult for such persons to get to the library. In view of the more

limited options that handicapped persons have for reading materials, it is suggested that public libraries consider ways of acquainting handicapped persons in their communities with library resources, services, and facilities, and attempt to provide transportation, perhaps through volunteers, to the library.

V. SUGGESTED GOALS FOR PUBLIC LIBRARY SERVICE TO PHYSICALLY HANDICAPPED PERSONS

Public library service according to the 1966 Minimum Standards for Public Library Systems, should be universally available. In line with this principle, the first two standards given are:

> "i. Every individual should have access to library service freely available in his local community.
>
> ii. Every individual should have convenient and planned access to the full range of modern library facilities provided by community, area, state, regional, and federal library agencies." [11]

In 1979, ALA approved standards for Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) network libraries. The standards for network libraries deal with administration, resource development, service to users, and public education and information. [12] One hundred out of 159 NLS network libraries are part of public libraries. Nevertheless, they do not provide the equivalent of public library service for at least two reasons: NLS network libraries do not provide the range of services associated with public libraries since they collect primarily books and magazines in recorded or brailled form, and NLS network libraries do not serve all physically handicapped persons. Hearing-impaired persons, other than the deaf-blind, and mobility-impaired persons, other than those who cannot hold books or turn pages, are excluded from NLS network library service.

The ALA standards for public library systems and the ALA standards for NLS network libraries as well as the results from the public library survey discussed in this report have suggested goals for public library service to physically handicapped persons for public libraries serving 25,000 or more. The goals, along with their rationale and relevant findings from the survey, are presented below.

Suggested Goals, Rationales, and Current Levels of Achievement for Service to Physically Handicapped Persons in Public Libraries Other Than NLS Network Libraries

Resources

1. Have sample (deposit) collection in formats needed by physically handicapped users.

   A browsing collection of recorded and braille books should be available for print handicapped persons, both to acquaint them with such material and to provide them immediate access to material pending delivery from the NLS network library. Material in large print should also be collected for print handicapped persons. High interest/low reading-level material and captioned films should be collected for hearing impaired persons.

   Public libraries that now have:

Talking books or magazines	31%
Braille books or magazines	15%
Large-print books or magazines	94%
High interest/low reading-level material	82%
Captioned films	7%

2. Have material on handicapping conditions.

   The local public library should have a sample collection on physically handicapping conditions, and the psychology of and attitude toward physically handicapped persons.

   Public libraries that now have:

Material on visual impairment	72%
Material on hearing impairment	70%
Material on mobility impairment	67%

3. Have special equipment needed by physically handicapped users of the library.

Magnifying devices such as closed-circuit television reading machines enable most partially-sighted persons to read print. Teletypewriters are needed for the homebound deaf to communicate with librarians. These technological devices open up library resources for a large number of physically handicapped persons and should therefore be available in the local public library.

Public libraries that now have:

Magnifying devices	67%
Low-vision reading devices such as closed-circuit reading machine	9%
Teletypewriters	4%

Facilities

4. Have physical access to library facilities, resources, and programs.

Physically handicapped users of the library should have designated parking spaces near the library and have barrier-free access to the library. The interior of the library (other than the stacks) should be accessible to physically handicapped persons. There should be appropriate signs for physically handicapped persons and a designated area for reading to visually-impaired persons. The physically handicapped person should have the option of using the library on his own. This does require barrier-free access into the library and to its interior, but access to the stack area is not practical in view of the decrease in shelving space resulting from wider aisles needed for wheelchairs. As a substitute, delivery of material from the stacks is suggested. Appropriate signs are suggested as an aid in self-use of the library. A designated area for reading to visually impaired persons is suggested so that

the reader does not disturb other library users.

Public libraries that now have:

Designated parking space near library for physically handicapped persons	46%
Access to library barrier-free	78%
Appropriate signs for visually handicapped persons	58%
Designated area for reading to visually handicapped persons	14%

Services

5. Offer services usable by physically handicapped persons.

Physically handicapped persons have, in most instances, fewer options in their choice of reading material and in ways of obtaining such material. Thus, the library can and should be an important source of vocational, educational, and recreational information. To fulfill this function, the public library needs to modify its services to make them usable by physically handicapped persons. Readers' advisory, reference, information and referral services, book discussions and film programs, and newsletters should be available in modified form, if required, to physically handicapped persons.

Public libraries that now have:

Readers' advisory service for visually and hearing impaired persons	44%
Reference service via teletypewriter for hearing impaired persons	5%
Information and referral services on community resources for physically handicapped persons	71%
Book talks for visually or hearing impaired persons	17%
Assistance in use of equipment	61%

Film programs for hearing impaired persons	23%
Newsletter for physically handicapped persons	4%

6. Have additional services for physically handicapped persons to provide a level of service equivalent to that of non-handicapped users.

The print or mobility handicapped person may not be physically able to identify, locate and retrieve material in the library. In many cases, he may also be unable to come to the library. Thus, retrieval of material from the stacks and home delivery of material is considered a basic library service to physically handicapped persons. Other services should be made known to handicapped persons but may best be offered through NLS network libraries or state library agencies. These services include brailling or recording and maintaining directories of braillists and interpreters.

Public libraries that now have:

Recording by staff	5.3%
Recording by volunteers	8.5%
Brailling by staff	0.5%
Brailling by volunteers	2 %
Retrieval of material from stacks	82 %
Directory of braillists	7 %
Directory of interpreters for deaf persons	7 %
Transportation to and from the library	3 %
Material circulated by mail from local library	29 %
Material circulated by mail from another library in library system	38 %
Deposit collection in institutions	44 %
Outreach for homebound by local library staff	56 %

Outreach for homebound by local library volunteers	35 %
Outreach for homebound by another library in library system	38 %
Outreach for institutionalized by local library staff	48 %
Outreach for institutionalized by another library in library system	33 %

Means for Providing Services

7. Staffing

Have library service to physically handicapped persons coordinated by a librarian with appropriate attitudinal characteristics, knowledge and skills.

The physically handicapped person needs to feel free to express his information needs and to ask the librarian for help. This requires certain characteristics and skills on the part of the library staff. Librarians and other staff dealing with physically handicapped persons need to be sensitive to the users' disabilities, but also to be able to deal with them as individuals. The library staff need to know what services, resources and facilities are available to physically handicapped persons both in the local library and in other information-providing agencies. Knowledge of sign language by a member of the staff is also needed. A coordinator of library service to handicapped persons should be appointed at both the building and system levels. The responsibilities of these librarians are to train and update the staff, perform some of the more difficult or specialized services, and coordinate library service with that of other libraries, agencies, serving physically handicapped persons and organizations of handicapped persons.

Public libraries that now have:

Staff orientation on library service to handicapped persons	62%
In-service training on library service to handicapped persons	15%
Staff member attended workshop, institute or course on library service to handicapped persons during past two years	59%
Staff member with knowledge of sign language	19%
Staff coordinator on library service to handicapped persons at the building level	47%
Staff coordinator on library service to handicapped persons at the system level	49%

8. Use volunteers to perform aspects of library service to physically handicapped persons that could otherwise not be offered.

The modification of existing library services and the addition of new services for physically handicapped persons, such as the delivery of material from the stacks, the reading of material, and transportation to and from the library, require additional manpower. If paid staff members cannot be used to perform these needed tasks, volunteers should be used.

Public libraries that now have:

Volunteers used in library service to physically handicapped persons	17%

9. Use, and refer physically handicapped persons to, other libraries to back up the local public library's services, resources, and facilities.

Backup libraries should be used for materials such as recorded books and captioned films, services such as recording, brailling, preparing of reading lists and training of local library staff. The local library needs to develop a policy on services and materials to be provided by the local public library and what services and materials are to be obtained from other libraries.

Local public library calls on NLS network libraries for:

	Never	1-5/yr.	6-10/yr.	11+/yr.
Materials	36%	9%	33%	23%
Equipment	30%	14%	38%	19%
Information	29%	9%	43%	18%
In-service training of staff	3%	67%	30%	1%

10. Liaison

Maintain liaison with both agencies serving physically handicapped persons and organizations of physically handicapped persons.

Liaison with agencies serving handicapped persons is necessary both for informing such agencies on what library service is available for their clients and for learning about resources available from the agencies. Liaison with organizations of physically handicapped persons is necessary to inform handicapped persons about library services and to learn what improvements in library service might be desirable.

Public libraries that now have:

Liaison with agencies serving physically handicapped persons	75%
Liaison with organizations of physically handicapped persons	19%

11. Involve physically handicapped persons in the planning and evaluation of library service intended for them.

Library service, to be effective, must be based on knowledge of users' needs. This can only be obtained by involving the user in all aspects of the service.

Public libraries that now have:

Physically handicapped person on library's governing board or advisory committee	6%

12. Publicity

Publicize library service to physically handicapped persons through all available media.

Publicity about library service to physically handicapped persons is needed to inform potential users, their families and friends on available services as well as to enlist community support for the service.

During the past year, the following media were used to publicize library service to physically handicapped persons:

Radio	36%
Television	14%
Newspapers	62%
Other publications	33%
Talks before groups	51%

13. Funding

Receive both local funding for basic library service to physically handicapped persons and supplemental funding for special services or equipment from state and federal government agencies and philanthropies.

Local funding of public library services to physically handicapped persons as specific budget items is suggested as an acknowledgment of the library's responsibility to this group in the community. Funds should be obtained from other than local sources for special equipment, for the modification of existing services, and for the development of new services.

Public libraries that now have:

Budget item(s) for library service to physically handicapped persons	40%

Sources of funds for the 40% of public libraries that have specific budget itme(s) for library service to physically handicapped persons:

Local funds	76%
State funds	22%
Federal funds	32%

Foundations	6%
Philanthropies	27%

The survey data reveal that non-NLS network public libraries in larger cities have made efforts to meet some of the needs of handicapped persons (though mainly the visually impaired) but there is much that remains to be done. These suggested goals are submitted in the hope of stimulating discussion of ways to improve public library service to physically handicapped persons.

VI. SUMMARY AND CONCLUSIONS

To determine the state of public library service to physically handicapped persons, questionnaires were sent to about one-third of public libraries serving populations greater than 25,000, all public libraries that are also NLS network libraries, and all state library agencies. Attempts were also made to obtain user input through organizations of handicapped persons. Goals intended to improve public library service to physically handicapped persons are given in the previous section of this report.

The findings of this study suggest that while public library service to hearing impaired persons is in greatest need for improvement, service to visually and mobility impaired persons should also be improved in terms of resources, facilities, and services. State library agencies have a significant role in assisting public libraries with services to this group, as well as to other groups. Suggestions for state library agencies include the offering or sponsoring of more workshops or other short instructional programs on library service to physically handicapped persons for librarians, volunteers, and professionals other than librarians who serve physically handicapped persons. More extensive backup service for hearing impaired persons through collections of captioned films and reference service via teletypewriters is also suggested. The full-time-equivalent of one librarian is needed by the state library agency not only to back up public libraries but also to coordinate service to handicapped persons by different types of libraries.

One important way to improve service to this group is to involve physically handicapped persons in the planning and evaluation of library service. This is easier to suggest than to carry out. In fact,

the user survey portion of the study yielded the fewest responses because of the difficulty in contacting physically handicapped persons. Of all the organizations of handicapped persons contacted, only chapters of the American Council of the Blind responded and this, probably, because the principal investigator belongs to this organization. It will take time and effort on the part of librarians both to involve physically handicapped persons and to improve the service to this group. This time and effort appears warranted in view of the real difference good public library service can make to physically handicapped persons.

There are other questions that need to be answered in this field. The relationship between public libraries and NLS network libraries should be examined. While NLS network libraries are in the best position to record and braille material and to mail such material to individual users, they are usually not in a position to offer a full range of public library service unless they are part of public libraries. The NLS subregional library located in a public library combines, at least potentially, the mailing of recorded and brailled books with the range of service offered by the public library. The mailing of books by the subretional library, however, may not be the most efficient way of providing this service. Technological developments now make possible readers' advislry service at the local public library with the mailing of material from an agency designed for this purpose, the NLS regional library. Thus, it is possible in terms of existing technology for the local library to have online computer access to the NLS catalog of recorded and brailled material. The print handicapped person would contact his local public library for material which would be ordered online from

the NLS regional library and mailed from it to the user. An experiment is suggested along these lines.

Perhaps the biggest challenge in this field is to identify potential users, determine their information needs, and involve them in the planning and evaluation of library service. Two suggestions toward meeting this challenge are made. One is to recruit into the library profession physically handicapped persons who have the necessary qualifications. Another is to study existing model libraries, either already in existence or developed for this purpose, to determine how public library service to physically handicapped persons might best be provided.

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VIII. APPENDIXES

APPENDIX A.

Cover Letter and Questionnaire Sent to Public Libraries That Are Not NLS Network Libraries (Public Libraries)

School of Library Science
Office of the Dean

The Florida State University
Tallahassee, Florida 32306

January 31, 1979

Dear Public Librarian:

I am conducting a national survey of public library service to visually, hearing, or mobility impaired individuals. The objective of the survey, supported by a grant from the U.S. Office of Education, is to provide the library profession with a state-of-the-service report of public library service to handicapped individuals. The report will be based on several survey instruments.

The attached questionnaire is being sent to a national sample of public libraries. A similar questionnaire is being sent to network libraries of the National Library Service to the Blind and Physically Handicapped, and a questionnaire is being sent to all state library agencies. There will also be provisions for input from handicapped individuals.

Most of the questions on the attached questionnaire can be answered with a "yes" or a "no". Little, if any, "digging in the files" is required. Survey results will be presented to the U.S. Office of Education and in the professional literature in summary form only. No individual library will be identified.

In order to gain an accurate assessment of the state of public library service to handicapped individuals it is important to have as many completed questionnaires as possible. I would therefore greatly appreciate your completing the questionnaire and returning it in the self-addressed envelope within the next two weeks. Thank you for your consideration of this request.

Sincerely,

Gerald Jahoda
Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

NATIONAL SURVEY OF PUBLIC LIBRARY SERVICE

TO HANDICAPPED INDIVIDUALS

1. Is your library a:

   a. Main library without branches? _____ [06]

   b. Main library with branches? _____

2. Please check appropriate blank for size of community served by your library:

   a. Less than 25,000. _____ [07]

   b. 25,000 - 49,999. _____

   c. 50,000 - 99,999. _____

   d. 100,000 - 199,999. _____

   e. 200,000 or more. _____

RESOURCES FOR HANDICAPPED USERS

3. Have you added any of the following items to your collection during the last 12 months:

   a. Talking books or magazines? Yes _____ No _____ [08]

   b. Braille books or magazines? Yes _____ No _____ [09]

   c. Large print books or magazines? Yes _____ No _____ [10]

   d. High interest, low reading level materials? Yes _____ No _____ [11]

   e. Captioned films? Yes _____ No _____ [12]

4. Does your library own any of the following items:

   a. Low vision reading device, e.g., closed-circuit T.V. reading machine? Yes _____ No _____ [13]

   b. Magnifying device? Yes _____ No _____ [14]

   c. Teletypewriter for communicating with hearing impaired users? Yes _____ No _____ [15]

Please answer questions on other side of page.

5. In addition to what is included in general reference materials, does your library collect material for the layman about:

   a. Visual impairment and blindness? Yes _____ No _____ [16]

   b. Hearing impairment and deafness? Yes _____ No _____ [17]

   c. Mobility impairments? Yes _____ No _____ [18]

SERVICES FOR HANDICAPPED USERS

Please check services offered by your library which are specially designed for handicapped users.

6. Reader's advisory service for visually or hearing impaired users. Yes _____ No _____ [19]

7. Reference service via teletypewriter for hearing impaired users. Yes _____ No _____ [20]

8. Recording of material by staff for visually impaired users. Yes _____ No _____ [21]

9. Recording of material by volunteers for visually impaired users. Yes _____ No _____ [22]

10. Brailling of material by staff. Yes _____ No _____ [23]

11. Brailling of material by volunteers. Yes _____ No _____ [24]

12. Newsletter for handicapped users. Yes _____ No _____ [25]

13. Retrieval of material from shelves for visually or mobility handicapped users. Yes _____ No _____ [26]

14. Information and referral service on community resources for handicapped users. Yes _____ No _____ [27]

15. Directory of braillists. Yes _____ No _____ [28]

16. Directory of interpreters for hearing impaired users. Yes _____ No _____ [29]

17. Book talks for handicapped users. Yes _____ No _____ [30]

18. Film programs for handicapped users. Yes _____ No _____ [31]

19. Assistance in use of special equipment such as record players for talking books. Yes _____ No _____ [32]

20. Other services: (please specify) [33]

_____

_____

_____

_____

FACILITIES AND DELIVERY SERVICES FOR HANDICAPPED USERS

21. Are there designated parking spaces near library for handicapped users? Yes _____ No _____ [34]

22. Is access to your library barrier-free to mobility impaired users? Yes _____ No _____ [35]

23. Is the interior of your library, except the stacks, barrier-free to mobility impaired users? Yes _____ No _____ [36]

24. Are there appropriate signs, e.g., large print, for visually impaired users? Yes _____ No _____ [37]

25. Do you maintain deposit collections for institutionalized handicapped individuals? Yes _____ No _____ [38]

26. Do you provide transportation to the library for handicapped users? Yes _____ No _____ [39]

27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users? Yes _____ No _____ [40]

28. Are outreach services for homebound, handicapped users provided by library staff from your library building? Yes _____ No _____ [41]

29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building? Yes _____ No _____ [42]

30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system? Yes ____ No ____ NA* ____ [43]

31. Are outreach services to institutionalized handicapped individuals provided by library staff from your library building? Yes _____ No _____ [44]

32. Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building? Yes _____ No _____ [45]

33. Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system? Yes ____ No ____ NA* ____ [46]

34. Are materials circulated by mail from your building to handicapped users? Yes _____ No _____ [47]

35. Are materials circulated by mail from another library in your library system to handicapped users? Yes ____ No ____ NA* ____ [48]

* NA = Not Applicable

Please answer questions on other side of page.

36. Other facilities or delivery systems for handicapped users: (please specify) [49]

_____

_____

_____

STAFFING FOR LIBRARY SERVICE TO HANDICAPPED USERS

37. Do you have a staff member with knowledge of sign language? Yes _____ No _____ [50]

38. Do you have a staff member with knowledge of Braille? Yes _____ No _____ [51]

39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users? Yes _____ No _____ [52]

40. Does the library provide in-service training for library service to handicapped users? Yes _____ No _____ [53]

41. Is there a staff member in your building responsible for coordinating library service to handicapped users? Yes _____ No _____ [54]

42. Is there a staff member in your library system responsible for coordinating library service to handicapped users? Yes ____ No ____ NA* ____ [55]

43. Are volunteers used in your library building for library service to handicapped users? Yes _____ No _____ [56]

44. During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals? Yes _____ No _____ [57]

LIAISON

45. In your library building, do you refer handicapped users to another library in your library system? Yes ____ No ____ NA* ____ [58]

How often do you call on your regional or subregional library for the blind and physically handicapped for:

	Never	1-5 times per yr.	6-10 times per yr.	11+ times per yr.	NA*	
46. Materials for users?	____	____	____	____	____	[59]
47. Equipment for users?	____	____	____	____	____	[60]
48. Assistance in providing information?	____	____	____	____	____	[61]
49. In-service training for staff?	____	____	____	____	____	[62]

* NA = Not Applicable

50. Does your library maintain liaison with agencies serving handicapped individuals in your community? Yes _____ No _____ [63]

51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action? Yes _____ No _____ [64]

52. Is there a handicapped person on your library's governing board or advisory committees? Yes _____ No _____ [65]

In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?

53. Radio. Yes _____ No _____ [66]

54. Television. Yes _____ No _____ [67]

55. Newspaper. Yes _____ No _____ [68]

56. Other local publications. Yes _____ No _____ [69]

57. Talks before community groups. Yes _____ No _____ [70]

58. Other media: (please specify)
_____ [71]
_____
_____

BUDGET FOR LIBRARY SERVICE TO HANDICAPPED USERS

59. Can you identify an item or items in your budget for library service to handicapped users? Yes _____ No _____ [72]

If the answer to question 59 is "yes", please check source or sources of funds.

60. Local or general funds. Yes _____ No _____ [73]

61. State funds. Yes _____ No _____ [74]

62. Library Services and Construction Act or other Federal funds. Yes _____ No _____ [75]

63. Foundation grants. Yes _____ No _____ [76]

64. Philanthropy. Yes _____ No _____ [77]

65. Other. (please specify)
_____ [78]
_____
_____
_____

Please answer question on other side of page.

66. If you have any comments on library service to handicapped individuals or on any aspects of library service to this group that your library provides and that have not been covered by the questionnaire, please use space below.

[79]

Your library _____

Your name _____ Your position _____

Results will be reported in summary form only. No individual library will be identified.

Please return the completed questionnaire in the self-addressed envelope. Your cooperation is greatly appreciated.

Gerald Jahoda, Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

APPENDIX B.

Cover Letter and Questionnaire Sent to Public Libraries That Are NLS Network Libraries (Network Libraries)

School of Library Science
Office of the Dean

The Florida State University
Tallahassee, Florida 32306

February 6, 1979

Dear NLS Network Librarian:

I am conducting a national survey of public library service to visually, hearing, or mobility impaired individuals. The objective of the survey, supported by a grant from the U.S. Office of Education, is to provide the library profession with a state-of-the-service report of public library service to handicapped individuals. The report will be based on several survey instruments.

The attached questionnaire is being sent to all NLS network libraries. A similar questionnaire is being sent to a national sample of public libraries, and a questionnaire is being sent to all state library agencies. There will also be provision for input from handicapped individuals.

I am aware that NLS network libraries serve primarily the print-handicapped. However, most network libraries are housed in a public library building that serves, among others, individuals with hearing or mobility impairments. Since the survey is concerned with public library service to visually, hearing, and mobility impaired individuals, please answer the questionnaire in terms of the public library in which you are housed unless you are in a location separate from the public library.

Most of the questions on the attached questionnaire can be answered with a "yes" or a "no". Little, if any, "digging in the files" is required. Survey results will be presented to the U.S. Office of Education and in the professional literature in summary form only. No individual library will be identified.

In order to gain an accurate assessment of the state of public library service to handicapped individuals, it is important to have as many completed questionnaires as possible. I would therefore greatly appreciate your returned questionnaire in the self-addressed, enclosed envelope within two weeks. Thank you for your consideration of this request.

Sincerely,

Gerald Jahoda
Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

NATIONAL SURVEY OF PUBLIC LIBRARY SERVICE

TO HANDICAPPED INDIVIDUALS

IF YOU ARE HOUSED IN A PUBLIC LIBRARY, PLEASE ANSWER QUESTIONS IN TERMS OF THE ENTIRE PUBLIC LIBRARY IN WHICH YOU ARE HOUSED AND NOT ONLY IN TERMS OF YOUR NETWORK LIBRARY.

1. Is your library a:

   a. Network library housed in a public library? _____ [06]

   b. Network library housed in a building other than the public library building? _____

2. Please check appropriate blank for size of community served by your library:

   a. Less than 25,000. _____ [07]

   b. 25,000 - 49,999. _____

   c. 50,000 - 99,999. _____

   d. 100,000 - 199,999. _____

   e. 200,000 or more. _____

RESOURCES FOR HANDICAPPED USERS

3. Have you added any of the following items to your collection during the last 12 months:

   a. Talking books or magazines? Yes _____ No _____ [08]

   b. Braille books or magazines? Yes _____ No _____ [09]

   c. Large print books or magazines? Yes _____ No _____ [10]

   d. High interest, low reading level materials? Yes _____ No _____ [11]

   e. Captioned films? Yes _____ No _____ [12]

4. Does your library own any of the following items:

   a. Low vision reading device, e.g., closed-circuit T.V. reading machine? Yes _____ No _____ [13]

   b. Magnifying device? Yes _____ No _____ [14]

   c. Teletypewriter for communicating with hearing impaired users? Yes _____ No _____ [15]

Please answer questions on other side of page.

5. In addition to what is included in general reference materials, does your library collect material for the layman about:

   a. Visual impairment and blindness? Yes _____ No _____ [16]

   b. Hearing impairment and deafness? Yes _____ No _____ [17]

   c. Mobility impairments? Yes _____ No _____ [18]

SERVICES FOR HANDICAPPED USERS

Please check services offered by your library which are specially designed for handicapped users.

6. Reader's advisory service for visually or hearing impaired users. Yes _____ No _____ [19]

7. Reference service via teletypewriter for hearing impaired users. Yes _____ No _____ [20]

8. Recording of material by staff for visually impaired users. Yes _____ No _____ [21]

9. Recording of material by volunteers for visually impaired users. Yes _____ No _____ [22]

10. Brailling of material by staff. Yes _____ No _____ [23]

11. Brailling of material by volunteers. Yes _____ No _____ [24]

12. Newsletter for handicapped users. Yes _____ No _____ [25]

13. Retrieval of material from shelves for visually or mobility handicapped users. Yes _____ No _____ [26]

14. Information and referral service on community resources for handicapped users. Yes _____ No _____ [27]

15. Directory of braillists. Yes _____ No _____ [28]

16. Directory of interpreters for hearing impaired users. Yes _____ No _____ [29]

17. Book talks for handicapped users. Yes _____ No _____ [30]

18. Film programs for handicapped users. Yes _____ No _____ [31]

19. Assistance in use of special equipment such as record players for talking books. Yes _____ No _____ [32]

20. Other services: (please specify) [33]

_____

_____

_____

_____

FACILITIES AND DELIVERY SERVICES FOR HANDICAPPED USERS

21. Are there designated parking spaces near library for handicapped users? Yes _____ No _____ [34]

22. Is access to your library barrier-free to mobility impaired users? Yes _____ No _____ [35]

23. Is the interior of your library, except the stacks, barrier-free to mobility impaired users? Yes _____ No _____ [36]

24. Are there appropriate signs, e.g., large print, for visually impaired users? Yes _____ No _____ [37]

25. Do you maintain deposit collections for institutionalized handicapped individuals? Yes _____ No _____ [38]

26. Do you provide transportation to the library for handicapped users? Yes _____ No _____ [39]

27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users? Yes _____ No _____ [40]

28. Are outreach services for homebound, handicapped users provided by library staff from your library building? Yes _____ No _____ [41]

29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building? Yes _____ No _____ [42]

30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system? Yes ____ No ____ NA* ____ [43]

31. Are outreach services to institutionalized handicapped individuals provided by library staff from your library building? Yes _____ No _____ [44]

32. Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building? Yes _____ No _____ [45]

33. Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system? Yes ____ No ____ NA* ____ [46]

34. Are materials circulated by mail from your building to handicapped users? Yes _____ No _____ [47]

35. Are materials circulated by mail from another library in your library system to handicapped users? Yes ____ No ____ NA* ____ [48]

* NA = Not Applicable

Please answer questions on other side of page.

36. Other facilities or delivery systems for handicapped users: (please specify) [49]

_____

_____

_____

STAFFING FOR LIBRARY SERVICE TO HANDICAPPED USERS

37. Do you have a staff member with knowledge of sign language? Yes _____ No _____ [50]

38. Do you have a staff member with knowledge of Braille? Yes _____ No _____ [51]

39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users? Yes _____ No _____ [52]

40. Does the library provide in-service training for library service to handicapped users? Yes _____ No _____ [53]

41. Is there a staff member in your building responsible for coordinating library service to handicapped users? Yes _____ No _____ [54]

42. Is there a staff member in your library system responsible for coordinating library service to handicapped users? Yes ____ No ____ NA* ____ [55]

43. Are volunteers used in your library building for library service to handicapped users? Yes _____ No _____ [56]

44. During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals? Yes _____ No _____ [57]

LIAISON

45. In your library building, do you refer handicapped users to another library in your library system? Yes ____ No ____ NA* ____ [58]

How often do you call on your regional or subregional library for the blind and physically handicapped for:

	Never	1-5 times per yr.	6-10 times per yr.	11+ times per yr.	NA*	
46. Materials for users?	____	____	____	____	____	[59]
47. Equipment for users?	____	____	____	____	____	[60]
48. Assistance in providing information?	____	____	____	____	____	[61]
49. In-service training for staff?	____	____	____	____	____	[62]

* NA = Not Applicable

50. Does your library maintain liaison with agencies serving handicapped individuals in your community? Yes _____ No _____ [63]

51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action? Yes _____ No _____ [64]

52. Is there a handicapped person on your library's governing board or advisory committees? Yes _____ No _____ [65]

In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?

53. Radio. Yes _____ No _____ [66]

54. Television. Yes _____ No _____ [67]

55. Newspaper. Yes _____ No _____ [68]

56. Other local publications. Yes _____ No _____ [69]

57. Talks before community groups. Yes _____ No _____ [70]

58. Other media: (please specify) [71]

_____

_____

_____

BUDGET FOR LIBRARY SERVICE TO HANDICAPPED USERS

59. Can you identify an item or items in your budget for library service to handicapped users? Yes _____ No _____ [72]

If the answer to question 59 is "yes", please check source or sources of funds.

60. Local or general funds. Yes _____ No _____ [73]

61. State funds. Yes _____ No _____ [74]

62. Library Services and Construction Act or other Federal funds. Yes _____ No _____ [75]

63. Foundation grants. Yes _____ No _____ [76]

64. Philanthropy. Yes _____ No _____ [77]

65. Other. (please specify) [78]

_____

_____

_____

_____

Please answer question on other side of page.

66. If you have any comments on library service to handicapped individuals or on any aspects of library service to this group that your library provides and that have not been covered by the questionnaire, please use space below.

[79]

Your library _____

Your name _____ Your position _____

Results will be reported in summary form only. No individual library will be identified.

Please return the completed questionnaire in the self-addressed envelope. Your cooperation is greatly appreciated.

Gerald Jahoda, Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

APPENDIX C.

Cover Letter and Questionnaire Sent to State Library Agencies

School of Library Science
Office of the Dean

The Florida State University
Tallahassee, Florida 32306

February 9, 1979

Dear State Librarian:

I am conducting a national survey of public library service to visually, hearing, or mobility impaired individuals. The objective of the study, supported by a grant from the U.S. Office of Education, is to provide the library profession with a state-of-the-service report of public library service to handicapped individuals. To accomplish this objective, information is sought from all state library agencies, a national sample of public libraries, network libraries of the Library of Congress National Library Service for the Blind and Physically Handicapped, and handicapped individuals.

The attached questionnaire is intended to gather information about the state library agencies' activities in planning, developing, and facilitating public library service to handicapped individuals. Results of the study will be reported in summary form only. No individual state library agency will be identified. Please note that the study is concerned not only with print handicapped individuals but also with hearing or mobility impaired individuals.

In order to obtain an accurate assessment of the state of public library service to handicapped individuals, it would be highly desirable to have responses from all state library agencies. I would therefore greatly appreciate your completed questionnaire in the self addressed envelope within two weeks. Thank you for your consideration of this request.

Sincerely,

Gerald Jahoda, Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

SURVEY OF STATE LIBRARY AGENCIES

ON PUBLIC LIBRARY SERVICE TO HANDICAPPED INDIVIDUALS

Please answer the following questions in terms of the state library agency's activities in planning, development and facilitating PUBLIC LIBRARY SERVICE TO VISUALLY, HEARING, AND MOBILITY IMPAIRED INDIVIDUALS in your state. Please do not limit your answers to services of network libraries of the Library of Congress National Library Service for the Blind and Physically Handicapped. "Handicapped" in this questionnaire refers to visually, hearing, or mobility impaired individuals.

Please check each activity as:	Yes	No, but needed	No, not needed
1. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for librarians on library services to handicapped individuals during the last twelve months.	____	____	____
2. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for volunteers on library service to handicapped individuals during the last twelve months.	____	____	____
3. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for professionals other than librarians on library service to handicapped individuals during the last twelve months.	____	____	____
4. Stimulated the State's library school(s) to offer instruction in library service to handicapped individuals.	____	____	____
5. Have at least one full time consultant, or the equivalent thereof, on library service to handicapped individuals.	____	____	____
6. Coordinate library services for handicapped individuals offered by the State library agency with those of public, academic, and school libraries.	____	____	____
7. Coordinate library services for handicapped individuals offered by the State library agency with those of institutional libraries.	____	____	____
8. Work with other agencies and organizations in stimulating use of libraries by handicapped individuals.	____	____	____

	Yes	No, but needed	No, not needed
9. Have handicapped individuals on the State library agency's advisory committees.	____	____	____
10. Involve handicapped individuals in ways other than committee assignments in the State library agency program of public library services to handicapped individuals.	____	____	____
11. Maintain backup collection of captioned films for local libraries.	____	____	____
12. Maintain backup collection of large print books for local libraries.	____	____	____
13. Maintain backup collection on handicapping conditions for local libraries.	____	____	____
14. Maintain - if other agencies do not - directory of interpreters for deaf individuals in the State.	____	____	____
15. Maintain - if other agencies do not - directory of Braillists in the State.	____	____	____
16. Provide reference service via teletypewriter for deaf individuals.	____	____	____
17. Work actively toward full funding or additional funding of Federal programs for library services to handicapped individuals.	____	____	____
18. Work actively toward full funding or additional funding of State programs for library service to handicapped individuals.	____	____	____
19. Assist local libraries in obtaining local funding for library service to handicapped individuals.	____	____	____
20. Provide funds to local libraries for library service to handicapped individuals.	____	____	____
21. Conducted surveys of the State's library service for handicapped individuals during the last two years.	____	____	____
22. In your opinion, are there exemplar public libraries in your state in terms of library service to handicapped individuals?	Yes____	No____	

23. If you answered "yes" to question 22, please list up to five such libraries below. _____

_____

_____

_____

_____

Please add any comments you may care to make about library service to handicapped individuals in your state, on individual questions, or the questionnaire, in the space provided below (or on the other side).

Please return the completed questionnaire in the enclosed self-addressed envelope. Your cooperation is greatly appreciated.

Gerald Jahoda, Project Director
National Survey on Public Library
Service to Handicapped Individuals
School of Library Science
Florida State University
Tallahassee, Florida 32306

APPENDIX D.

Questionnaire Sent to Organizations of Visually Impaired Persons

(Transcript of Tape)

Transcript of Tape Sent to Chapters

of the American Council of the Blind

Good Evening. My name is Gery Jahoda and I'm a member of the Tallahassee, Florida Chapter of the American Council of the Blind. I'm also a librarian with a special interest in library service to handicapped users. My reason for contacting you is to enlist the help of your local ACB chapter in a study on public library service to handicapped users. The results of this study will be reported to this year's White House Conference on Libraries and Information Services.

What I would like to ask you is to play this recording at the next meeting of your local chapter and also to record the answer to three questions I will be raising. The total time for this should be about 10 minutes of your meeting time. The study, as I have indicated, is about local library service to handicapped users. As you know, public libraries provide a variety of services to people in the community. You can, for example, get answers to any question that you would like to have answered. You can also borrow musical recordings and any other material. Furthermore, many libraries arrange book talks and other programs of interest to the community.

Now, I would like to have answers to three questions about your members' use of the local public library.

The first question is this. Have any of you made use of your local public library in the past 12 months? If the answer is yes, I would like to know how many of you made use of the local public library in the last 12 months out of the total number of members present. Also, if you identify your chapter, I'll be able to know where the answer comes from.

The second question is addressed to those who made use of the public library during the last 12 months. The question is, what services or resources were used by you during the last 12 months and also were they satisfactory?

The last question asks for any suggestions that you may have to improve public library service for you in the community. These improvements may either lead you to use the public library if you have not used it before, or use it more extensively.

Now, if you would put the answers to these three questions on this tape and return the tape to me in the self-addressed container I would greatly appreciate it. Thanks very much for your help.

APPENDIX E.

TABLES

Table E - 1. Characterization of Responding Public Libraries and Network Libraries . . . . . Page E - 1

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TABLE E - 1.

CHARACTERIZATION OF RESPONDING PUBLIC LIBRARIES AND NETWORK LIBRARIES

	N	%
A. Public Libraries (other than Network Libraries)		
1. With branches	220	55.3
2. Without branches	178	44.7
	398	
B. Network Libraries (part of Public Libraries)		
1. Located in Public Library	60	71.4
2. Located outside of Public Library	23	27.4
3. No answer to this question	1	1.2
	84	
C. Public Libraries (other than Network Libraries)		
Population served		
1. < 50,000	202	50.7
2. 50,000 - 99,999	117	29.4
3. 100,000 - 199,999	47	11.8
4. 200,000 +	31	7.8
5. No answer to this question	1	.3
	398	
D. Network Libraries (part of Public Libraries)		
Population served		
1. < 50,000	16	19.1
2. 50,000 - 99,999	10	11.9
3. 100,000 - 199,999	18	21.4
4. 200,000 +	38	45.2
5. No answer to this question	2	2.4
	84	

TABLE E - 2.

COMPARISON OF PUBLIC LIBRARIES AND NETWORK LIBRARIES

	% Yes	Total Number	Standard Error	Significance
Resources for Handicapped Users				
3. Have you added any of the following items to your collection during the last 12 months:				
a. Talking books or magazines?				
Public Libraries	31.1	396	.023	
Network Libraries	96.4	84	.020	
				.001
b. Braille books or magazines?				
Public Libraries	15.1	397	.018	
Network Libraries	33.7	83	.052	
				.001
c. Large print books or magazines?				
Public Libraries	94.0	398	.012	
Network Libraries	96.4	83	.021	
				N.S.
d. High interest, low reading level materials?				
Public Libraries	81.9	398	.019	
Network Libraries	66.3	83	.052	
				.002
e. Captioned films?				
Public Libraries	7.0	398	.013	
Network Libraries	18.1	83	.042	
				.003
4. Does your library own any of the following items:				
a. Low vision reading device, e.g., closed-circuit T.V. reading machine?				
Public Libraries	8.8	398	.014	
Network Libraries	25.0	84	.048	
				.001
b. Magnifying device?				
Public Libraries	67.3	398	.024	
Network Libraries	78.6	84	.045	
				N.S.

	% Yes	Total Number	Standard Error	Significance
c. Teletypewriter for communicating with hearing impaired users?				
Public Libraries	3.8	398	.010	
Network Libraries	19.0	84	.043	
				.001
5. In addition to what is included in general reference materials, does your library collect material for the layman about:				
a. Visual impairment and blindness?				
Public Libraries	72.2	395	.023	
Network Libraries	88.0	83	.036	
				.004
b. Hearing impairment and deafness?				
Public Libraries	69.9	395	.023	
Network Libraries	79.5	83	.045	
				N.S.
c. Mobility impairments?				
Public Libraries	66.6	395	.024	
Network Libraries	77.1	83	.046	
				N.S.
Services for Handicapped Users				
6. Reader's advisory service for visually or hearing impaired users.				
Public Libraries	43.7	396	.025	
Network Libraries	88.1	84	.036	
				.001
7. Reference service via teletypewriter for hearing impaired users.				
Public Libraries	4.8	398	.011	
Network Libraries	17.9	84	.042	
				.001
8. Recording of material by staff for visually impaired users.				
Public Libraries	5.3	398	.011	
Network Libraries	29.8	84	.050	
				.001
9. Recording of material by volunteers for visually impaired users.				
Public Libraries	8.5	398	.014	
Network Libraries	51.2	82	.056	
				.001

	% Yes	Total Number	Standard Error	Significance
10. Brailling of material by staff.				
Public Libraries	0.5%	397	.004	
Network Libraries	13.1	84	.037	
				.001
11. Brailling of material by volunteers.				
Public Libraries	2.3	398	.007	
Network Libraries	27.7	83	.049	
				.001
12. Newsletter for handicapped users.				
Public Libraries	3.5	398	.009	
Network Libraries	71.4	84	.050	
				.001
13. Retrieval of material from shelves for visually or mobility handicapped users.				
Public Libraries	81.7	398	.019	
Network Libraries	94.0	83	.026	
				.009
14. Information and referral service on community resources for handicapped users.				
Public Libraries	70.9	398	.023	
Network Libraries	88.1	84	.036	
				.002
15. Directory of braillists.				
Public Libraries	6.8	395	.013	
Network Libraries	45.2	84	.055	
				.001
16. Directory of interpreters for hearing impaired users.				
Public Libraries	7.3	397	.013	
Network Libraries	25.0	84	.048	
				.001
17. Book talks for handicapped users.				
Public Libraries	17.4	397	.019	
Network Libraries	37.3	83	.053	
				.001
18. Film programs for handicapped users.				
Public Libraries	22.7	396	.021	
Network Libraries	36.1	83	.053	
				.02

	% Yes	Total Number	Standard Error	Significance
19. Assistance in use of special equipment such as record players for talking books.				
Public Libraries	60.8	398	.025	
Network Libraries	95.2	84	.023	
				.001

20. Other services and resources:

	Number of Public Libraries	Number of Network Libraries
a. Interlibrary loan	15	--
b. Special story hours	5	1
c. Orientation	4	1
d. Maintenance and repair of equipment for users	4	*
e. Signed and captioned videotape production	2	1
f. Teach signing	3	2
g. Loan talking book machine	2	*
h. Reading machines (Kurzweil and Optacon)	1	3
i. Automatic page turner	2	1
j. Talking calculator	1	1
k. Loan brailler	2	1
l. Recording and/or brailling public and consumer information	2	5
m. Sunshine kits	1	--
n. Toys for handicapped children	1	--
o. Check-ups for amblyopia	1	--
p. Architectural barrier surveys	--	1
q. Provide space for group that records for blind	1	--
r. Mail order catalog of books	1	--
s. Resource center for people who work with the handicapped	1	--
t. Elevators with braille floor numbers and rods for wheelchair patrons to reach buttons	1	--
u. Production of monthly magazine for the blind	--	1
v. Braille course	--	1
w. Braille thermoform copying	--	1
x. Sculpture workshops for visually impaired	--	1
y. Home visit for demonstration of equipment accompanied by a handicapped volunteer	--	1
Totals	50	26

* A function of Regional Libraries

	% Yes	Total Number	Standard Error	Significance
Facilities and Delivery Services for Handicapped Users				
21. Are there designated parking spaces near library for handicapped users?				
Public Libraries	46.0	396	.025	
Network Libraries	49.4	83	.055	
				N.S.
22. Is access to your library barrier-free to mobility impaired users?				
Public Libraries	73.4	394	.022	
Network Libraries	78.3	83	.046	
				N.S.
23. Is the interior of your library, except the stacks, barrier-free to mobility impaired users?				
Public Libraries	73.5	396	.022	
Network Libraries	75.9	83	.047	
				N.S.
24. Are there appropriate signs, e.g., large print, for visually impaired users?				
Public Libraries	57.6	396	.025	
Network Libraries	56.0	84	.054	
				N.S.
25. Do you maintain deposit collections for institutionalized handicapped individuals?				
Public Libraries	43.5	398	.025	
Network Libraries	86.9	84	.037	
				.001
26. Do you provide transportation to the library for handicapped users?				
Public Libraries	3.3	398	.009	
Network Libraries	06.0	83	.026	
				N.S.
27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users?				
Public Libraries	13.6	397	.017	
Network Libraries	47.6	84	.055	
				.001
28. Are outreach services for home-bound, handicapped users provided by library staff from your library building?				
Public Libraries	56.4	397	.025	
Network Libraries	66.3	83	.052	N.S.

	% Yes	Total Number	Standard Error	Significance
29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building?				
Public Libraries	35.4	398	.024	
Network Libraries	35.7	84	.053	
				N.S.
30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system?				
Public Libraries	37.9	240	.031	
Network Libraries	46.4	56	.067	
				N.S.
31. Are outreach services to institutionalized handicapped individuals provided by library staff from your library building?				
Public Libraries	48.2	396	.025	
Network Libraries	64.6	82	.053	
				.01
32. Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building?				
Public Libraries	23.2	396	.021	
Network Libraries	23.2	82	.047	
				N.S.
33. Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system?				
Public Libraries	32.8	241	.030	
Network Libraries	45.9	61	.064	
				N.S.
34. Are materials circulated by mail from your building to handicapped users?				
Public Libraries	28.6	398	.023	
Network Libraries	96.4	84	.020	
				.001
35. Are materials circulated by mail from another library in your library system to handicapped users?				
Public Libraries	38.2	254	.031	
Network Libraries	20.0	60	.052	
				.01

36. Other facilities of delivery systems for handicapped users:

	Number of Public Libraries	Number of Network Libraries
a. Bookmobile	14	5
b. Branches	2	2
c. Deposit collections	7	1
Totals	23	8

Staffing for Library Service to Handicapped Users	% Yes	Total Number	Standard Error	Significance
37. Do you have a staff member with knowledge of sign language?				
Public Libraries	19.2	396	.020	
Network Libraries	31.7	82	.052	.02
38. Do you have a staff member with knowledge of Braille?				
Public Libraries	1.5	397	.006	
Network Libraries	22.0	82	.046	.001
39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users?				
Public Libraries	61.7	394	.025	
Network Libraries	81.5	81	.043	.001
40. Does the library provide in-service training for library service to handicapped users?				
Public Libraries	14.9	395	.018	
Network Libraries	58.7	80	.055	.001
41. Is there a staff member in your building responsible for coordinating library service to handicapped users?				
Public Libraries	46.6	395	.025	
Network Libraries	85.4	82	.039	.001
42. Is there a staff member in your library system responsible for coordinating library service to handicapped users?				
Public Libraries	48.7	265	.031	
Network Libraries	78.5	65	.051	.001

	% Yes	Total Number	Standard Error	Significance
43. Are volunteers used in your library building for library service to handicapped users?				
Public Libraries	16.5	395	.019	
Network Libraries	51.2	82	.056	
				.001
44. During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals?				
Public Libraries	58.8	396	.025	
Network Libraries	91.5	82	.038	
				.001

Liaison

	% Yes	Total Number	Standard Error	Significance
45. In your library building, do you refer handicapped users to another library in your library system?				
Public Libraries	39.9	258	.031	
Network Libraries	25.8	62	.083	
				.02

How often do you call on your regional or subregional library for the blind and physically handicapped for: (Public Libraries Only)	1-5 times per yr.	6-10 times per yr.	11+ times per yr.	Never
46. Materials for users?	8.7	33.1	22.7	35.5
47. Equipment for users?	13.6	37.5	19.0	29.9
48. Assistance in providing information?	9.3	43.2	18.3	29.1
49. In-service training for staff?	66.9	29.9	.7	2.5

	% Yes	Total Number	Standard Error	Significance
50. Does your library maintain liaison with agencies serving handicapped individuals in your community?				
Public Libraries	75.1	389	.022	
Network Libraries	97.6	82	.017	
				.001

	% Yes	Total Number	Standard Error	Significance
51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action?				
Public Libraries	18.7	390	.020	
Network Libraries	66.2	77	.054	
				.001
52. Is there a handicapped person on your library's governing board or advisory committees?				
Public Libraries	5.9	391	.012	
Network Libraries	21.0	81	.046	
				.001
In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?				
53. Radio				
Public Libraries	36.4	393	.024	
Network Libraries	75.9	83	.047	
				.001
54. Television				
Public Libraries	13.5	393	.017	
Network Libraries	57.8	83	.055	
				.001
55. Newspaper				
Public Libraries	62.1	393	.025	
Network Libraries	88.0	83	.036	
				.001
56. Other local publications				
Public Libraries	33.4	392	.024	
Network Libraries	72.3	83	.049	
				.001
57. Talks before community groups				
Public Libraries	51.0	392	.025	
Network Libraries	97.6	82	.017	
				.001

58. Other media:	Number of Public Libraries	Number of Network Libraries
a. Fliers	14	6
b. Newsletter	9	2
c. Posters	4	3
d. Displays (bulletin boards and exhibits)	4	5
e. Bookmark	3	--

58. Other media (continued):	Number of Public Libraries	Number of Network Libraries
f. Slide-tape shows	2	1
g. Filmstrip	--	1
h. Ads in buses	--	2
i. Videotape	--	1
j. Bumper sticker	--	1
k. Message on toll free # for Massachusetts Commission for the Blind	1	--
l. Demonstrations at conferences	--	1
m. Contact with local optometrist	--	2
n. Mailouts to professions involved	--	1
o. Talks to special education classes	--	1
Totals	37	27

Budget for Library Service to Handicapped Users	% Yes	Total Number	Standard Error	Significance
59. Can you identify an item or items in your budget for library service to handicapped users?				
Public Libraries	39.9	393	.025	
Network Libraries	92.8	83	.029	
				.001
If the answer to question 59 is "yes", please check source or sources of funds.				
60. Local or general funds.				
Public Libraries	76.4	157	.034	
Network Libraries	58.4	77	.057	
				.007
61. State funds.				
Public Libraries	21.7	157	.033	
Network Libraries	71.4	77	.052	
				.001
62. Library Services and Construction Act or other Federal funds.				
Public Libraries	31.8	157	.037	
Network Libraries	58.4	77	.057	
				.001

	% Yes	Total Number	Standard Error	Significance
63. Foundation grants.				
Public Libraries	6.4	157	.020	
Network Libraries	7.8	77	.031	
				N.S.
64. Philanthropy.				
Public Libraries	26.8	157	.035	
Network Libraries	38.2	76	.056	
				N.S.

TABLE E - 3.

PUBLIC LIBRARIES BY POPULATION

Code for Population Ranges:

1 = < 50,000
2 = 50,000 - 99,999
3 = 100,000 - 199,999
4 = 200,000 +

Resources for Handicapped Users	% Yes	Significance
3. Have you added any of the following items to your collection during the last 12 months:		
a. Talking books or magazines?		
1	24.5	
2	35.0	
3	42.6	
4	38.7	
		.04
Total Number = 395		
b. Braille books or magazines:		
1	12.9	
2	12.0	
3	31.9	
4	16.1	
		.007
Total Number = 396		
c. Large print books or magazines?		
1	91.6	
2	94.9	
3	100.0	
4	96.8	
		N.S.
Total Number = 397		
d. High interest, low reading level materials?		
1	82.2	
2	76.9	
3	91.5	
4	87.1	
		N.S.
Total Number = 397		

	% Yes	Significance
e. Captioned films?		
1	5.4	
2	3.4	
3	8.5	
4	25.8	
		.001

Total Number = 397

4. Does your library own any of the following items:

a. Low vision reading device, e.g., closed-circuit T.V. reading machine:		
1	5.4	
2	9.4	
3	19.1	
4	12.9	
		.02

Total Number = 397

b. Magnifying device?		
1	64.4	
2	65.8	
3	78.7	
4	77.4	
		N.S.

Total Number = 397

c. Teletypewriter for communicating with hearing impaired users?		
1	1.5	
2	1.7	
3	8.5	
4	19.4	
		.001

Total Number = 397

5. In addition to what is included in general reference materials, does your library collect material for the layman about:

a. Visual impairment and blindness?		
1	71.3	
2	67.8	
3	82.6	
4	77.4	
		N.S.

Total Number = 394

	% Yes	Significance
b. Hearing impairment and deafness?		
1	67.8	
2	67.0	
3	84.8	
4	74.2	
		N.S.
Total Number = 394		
c. Mobility impairments?		
1	63.9	
2	64.3	
3	80.4	
4	74.2	
		N.S.
Total Number = 394		

Services for Handicapped Users

6. Reader's advisory service for visually or hearing impaired users.		
1	37.0	
2	50.4	
3	53.2	
4	48.4	
		N.S.
Total Number = 395		
7. Reference service via teletypewriter for hearing impaired users.		
1	3.0	
2	2.6	
3	8.5	
4	19.4	
		.001
Total Number = 397		
8. Recording of material by staff for visually impaired users.		
1	4.0	
2	4.3	
3	12.8	
4	6.5	
		N.S.
Total Number = 397		

	% Yes	Significance
9. Recording of material by volunteers for visually impaired users.		
1	5.4	
2	12.0	
3	10.6	
4	12.9	
		N.S.
Total Number = 397		
10. Brailling of material by staff.		
1	0	
2	1.7	
3	0	
4	0	
		N.S.
Total Number = 396		
11. Brailling of material by volunteers.		
1	0	
2	5.1	
3	2.1	
4	6.5	
		.01
Total Number = 397		
12. Newsletter for handicapped users.		
1	4.0	
2	1.7	
3	2.1	
4	6.5	
		N.S.
Total Number = 397		
13. Retrieval of material from shelves for visually or mobility handicapped users.		
1	81.2	
2	83.8	
3	76.6	
4	83.9	
		N.S.
Total Number = 397		
14. Information and referral service on community resources for handicapped users.		
1	67.3	
2	77.8	
3	68.1	
4	74.2	
		N.S.
Total Number = 397		

	% Yes	Significance
15. Directory of braillists.		
1	3.0	
2	8.6	
3	13.3	
4	16.1	
		.006
Total Number = 394		
16. Directory of interpreters for hearing impaired users.		
1	3.0	
2	8.5	
3	19.6	
4	12.9	
		.001
Total Number = 396		
17. Book talks for handicapped users.		
1	9.4	
2	21.6	
3	27.7	
4	35.5	
		.001
Total Number = 396		
18. Film programs for handicapped users.		
1	16.9	
2	27.4	
3	32.6	
4	25.8	
		.04
Total Number = 395		
19. Assistance in use of special equipment such as record players for talking books.		
1	58.4	
2	64.1	
3	61.7	
4	61.3	
		N.S.
Total Number = 397		

	% Yes	Significance
Facilities and Delivery Services for Handicapped Users		
21. Are there designated parking spaces near library for handicapped users?		
1	36.6	
2	53.9	
3	55.3	
4	64.5	
		.001
Total Number = 395		
22. Is access to your library barrier-free to mobility impaired users?		
1	73.0	
2	79.3	
3	73.9	
4	54.8	
		N.S.
Total Number - 393		
23. Is the interior of your library, except for stacks, barrier-free to mobility impaired users?		
1	70.8	
2	80.0	
3	68.1	
4	74.2	
		N.S.
Total Number = 395		
24. Are there appropriate signs, e.g., large print, for visually impaired users?		
1	53.5	
2	60.0	
3	61.7	
4	71.0	
		N.S.
Total Number = 395		
25. Do you maintain deposit collections for institutionalized handicapped individuals?		
1	37.6	
2	41.9	
3	61.7	
4	61.3	
		.004
Total Number = 397		

	% Yes	Significance
26. Do you provide transportation to the library for handicapped users?		
1	5.4	
2	1.7	
3	0	
4	0	
		N.S.
Total Number = 397		
27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users?		
1	9.0	
2	14.5	
3	25.5	
4	22.6	
		.009
Total Number = 396		
28. Are outreach services for homebound, handicapped users provided by library staff from your library building?		
1	52.2	
2	61.5	
3	59.6	
4	58.1	
		N.S.
Total Number = 396		
29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building?		
1	32.2	
2	37.6	
3	40.4	
4	41.9	
		N.S.
Total Number = 397		
30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system?		
1	42.6	
2	28.1	
3	42.4	
4	35.0	
		N.S.
Total Number = 239		

		% Yes	Significance
31.	Are outreach services to institutionalized handicapped individuals provided by library staff from your library building?		
	1	40.8	
	2	51.7	
	3	70.2	
	4	51.6	
			.003
	Total Number = 395		
32.	Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building?		
	1	19.0	
	2	24.8	
	3	34.0	
	4	29.0	
			N.S.
	Total Number = 395		
33.	Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system?		
	1	35.5	
	2	23.8	
	3	44.4	
	4	25.0	
			N.S.
	Total Number = 240		
34.	Are materials circulated by mail from your building to handicapped users?		
	1	21.8	
	2	34.2	
	3	38.3	
	4	35.5	
			.03
	Total Number = 397		
35.	Are materials circulated by mail from another library in your library system to handicapped users?		
	1	50.4	
	2	28.6	
	3	27.8	
	4	9.5	
			.001
	Total Number = 253		

Staffing for Library Service to Handicapped Users	% Yes	Significance
37. Do you have a staff member with knowledge of sign language?		
1	15.4	
2	16.4	
3	27.7	
4	41.9	
		.002
Total Number = 395		
38. Do you have a staff member with knowledge of Braille?		
1	1.0	
2	2.6	
3	2.1	
4	0	
		N.S.
Total Number = 396		
39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users?		
1	57.0	
2	64.3	
3	70.2	
4	67.7	
		N.S.
Total Number = 393		
40. Does the library provide in-service training for library service to handicapped users?		
1	10.4	
2	20.0	
3	21.3	
4	16.1	
		N.S.
Total Number = 394		
41. Is there a staff member in your building responsible for coordinating library service to handicapped users?		
1	40.3	
2	53.0	
3	55.3	
4	48.4	
		N.S.
Total Number = 394		

		% Yes	Significance
42.	Is there a staff member in your library system responsible for coordinating library service to handicapped users?		
	1	46.9	
	2	48.6	
	3	54.1	
	4	52.2	
			N.S.
	Total Number = 264		
43.	Are volunteers used in your library building for library service to handicapped users?		
	1	14.9	
	2	15.7	
	3	19.1	
	4	25.8	
			N.S.
	Total Number = 394		
44.	During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals?		
	1	51.7	
	2	62.1	
	3	68.1	
	4	77.4	
			.01
	Total Number = 395		

Liaison

45.	In your library building, do you refer handicapped users to another library in your library system?		
	1	41.2	
	2	44.1	
	3	30.3	
	4	36.0	
			N.S.
	Total Number = 257		

How often do you call on your regional or subregional library for the blind and physically handicapped for:	1-5 times per yr.	6-10 times per yr.	11+ times per yr.	Never
46. Materials for users?				
1	11.6	39.0	20.3	29.1
2	7.1	32.3	26.3	34.3
3	2.6	21.1	18.4	57.9
4	4.0	16.0	28.0	52.0
Total Number = 334	Significance = .013			
47. Equipment for users?				
1	18.2	42.4	15.3	24.1
2	10.2	37.8	25.5	26.5
3	7.9	23.7	15.8	52.6
4	4.2	25.0	20.0	50.0
Total Number = 330	Significance = .002			
48. Assistance in providing information?				
1	11.7	49.1	18.1	21.1
2	8.2	39.8	20.4	31.6
3	5.3	34.2	10.5	50.0
4	4.0	32.0	20.0	44.0
Total Number = 332	Significance = .03			
49. In-service training for staff?				
1	75.7	21.4	0	2.9
2	64.0	32.6	2.3	1.2
3	51.5	48.5	0	0
4	45.5	45.5	0	9.1
Total Number = 281	Significance = .005			

	% Yes	Significance
50. Does your library maintain liaison with agencies serving handicapped individuals in your community?		
1	68.5	
2	76.5	
3	89.1	
4	90.3	
		.004
Total Number = 389		

		% Yes	Significance
51.	Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action?		
	1	11.6	
	2	20.0	
	3	23.9	
	4	51.6	
			.001
	Total Number = 390		
52.	Is there a handicapped person on your library's governing board or advisory committees?		
	1	5.5	
	2	6.1	
	3	6.5	
	4	6.7	
			N.S.
	Total Number = 391		

In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?

53.	Radio.		
	1	33.2	
	2	37.1	
	3	44.7	
	4	41.9	
			N.S.
	Total Number = 393		
54.	Television.		
	1	9.0	
	2	12.9	
	3	23.4	
	4	29.0	
			.003
	Total Number = 393		
55.	Newspaper.		
	1	60.3	
	2	58.6	
	3	74.5	
	4	67.7	
			N.S.
	Total Number = 393		

	% Yes	Significance
56. Other local publications.		
1	29.3	
2	31.0	
3	42.6	
4	54.8	
		.02
Total Number = 392		
57. Talks before community groups.		
1	41.4	
2	58.6	
3	76.6	
4	45.2	
		.001
Total Number = 392		

Budget for Library Service to Handicapped Users

59. Can you identify an item or items in your budget for library service to handicapped users?		
1	38.7	
2	37.1	
3	48.9	
4	45.2	
		N.S.
Total Number = 393		

If the answer to question 59 is "yes" please check source or sources of funds.

60. Local or general funds.		
1	72.7	
2	72.1	
3	91.3	
4	85.7	
		N.S.
Total Number = 157		
61. State funds.		
1	20.8	
2	25.6	
3	13.0	
4	28.6	
		N.S.
Total Number = 157		

		% Yes	Significance
62.	Library Services and Construction Act or other Federal funds.		
	1	31.2	
	2	27.9	
	3	34.8	
	4	42.9	
			N.S.
	Total Number = 157		
63.	Foundation grants.		
	1	7.8	
	2	4.7	
	3	0	
	4	14.3	
			N.S.
	Total Number = 157		
64.	Philanthropy.		
	1	28.6	
	2	30.2	
	3	21.7	
	4	14.3	
			N.S.
	Total Number = 157		

TABLE E - 4.

NETWORK LIBRARIES BY POPULATION

Code for Population Ranges:

1 = <50,000
2 = 50,000 - 99,999
3 = 100,000 - 199,999
4 = 200,000 +

Resources for Handicapped Users	% Yes	Significance
3. Have you added any of the following items to your collection during the last 12 months:		
a. Talking books or magazines?		
1	100.0	
2	90.9	
3	94.4	
4	97.4	
		N.S.
Total Number = 83		
b. Braille books or magazines:		
1	18.8	
2	36.4	
3	38.9	
4	36.8	
		N.S.
Total Number = 83		
c. Large print books or magazines?		
1	100.0	
2	90.9	
3	88.9	
4	100.0	
		N.S.
Total Number = 83		
d. High interest, low reading level materials?		
1	43.8	
2	81.8	
3	77.8	
4	65.8	
		N.S.
Total Number = 83		

	% Yes	Significance
e. Captioned films?		
1	6.3	
2	9.1	
3	38.9	
4	15.8	
		N.S.
Total Number = 83		
4. Does your library own any of the following items:		
a. Low vision reading device, e.g., closed-circuit T.V. reading machine:		
1	25.0	
2	0	
3	22.2	
4	31.6	
		N.S.
Total Number = 83		
b. Magnifying device?		
1	75.0	
2	81.8	
3	83.3	
4	76.3	
		N.S.
Total Number = 83		
c. Teletypewriter for communicating with hearing impaired users?		
1	6.3	
2	9.1	
3	27.8	
4	23.7	
		N.S.
Total Number = 83		
5. In addition to what is included in general reference materials, does your library collect material for the layman about:		
a. Visual impairment and blindness?		
1	66.7	
2	81.8	
3	94.4	
4	94.7	
		.03
Total Number = 82		

	% Yes	Significance
b. Hearing impairment and deafness?		
1	66.7	
2	72.7	
3	83.3	
4	84.2	
		N.S.
Total Number = 82		
c. Mobility impairments?		
1	66.7	
2	54.5	
3	83.3	
4	84.2	
		N.S.
Total Number = 82		

Services for Handicapped Users

6. Reader's advisory service for visually or hearing impaired users.		
1	81.3	
2	81.8	
3	83.3	
4	94.7	
		N.S.
Total Number = 83		
7. Reference service via teletypewriter for hearing impaired users.		
1	6.3	
2	0	
3	27.8	
4	23.7	
		N.S.
Total Number = 83		
8. Recording of material by staff for visually impaired users.		
1	25.0	
2	18.2	
3	33.3	
4	34.2	
		N.S.
Total Number = 83		

		% Yes	Significance
9.	Recording of material by volunteers for visually impaired users.		
	1	37.5	
	2	18.2	
	3	44.4	
	4	69.4	
			.01
	Total Number = 81		
10.	Brailling of material by staff.		
	1	0	
	2	0	
	3	5.6	
	4	26.3	
			.01
	Total Number = 83		
11.	Brailling of material by volunteers.		
	1	0	
	2	9.1	
	3	16.7	
	4	48.6	
			.001
	Total Number = 82		
12.	Newsletter for handicapped users.		
	1	62.5	
	2	36.4	
	3	83.3	
	4	78.9	
			.02
	Total Number = 83		
13.	Retrieval of material from shelves for visually or mobility handicapped users.		
	1	100.0	
	2	90.9	
	3	94.4	
	4	92.1	
			N.S.
	Total Number = 82		
14.	Information and referral service on community resources for handicapped users.		
	1	81.3	
	2	63.6	
	3	94.4	
	4	94.7	
			.03
	Total Number = 83		

	% Yes	Significance
15. Directory of braillists.		
1	37.5	
2	18.2	
3	44.4	
4	55.3	
		N.S.
Total Number = 83		
16. Directory of interpreters for hearing impaired users.		
1	18.8	
2	9.1	
3	27.8	
4	28.9	
		N.S.
Total Number = 83		
17. Book talks for handicapped users.		
1	18.8	
2	27.3	
3	38.9	
4	48.6	
		N.S.
Total Number = 82		
18. Film programs for handicapped users.		
1	37.5	
2	45.5	
3	50.0	
4	27.0	
		N.S.
Total Number = 82		
19. Assistance in use of special equipment such as record players for talking books.		
1	100.0	
2	90.9	
3	94.4	
4	94.7	
		N.S.
Total Number = 83		

	% Yes	Significance
Facilities and Delivery Services for Handicapped Users		
21. Are there designated parking spaces near library for handicapped users?		
1	50.0	
2	60.0	
3	38.9	
4	50.0	
		N.S.
Total Number = 82		
22. Is access to your library barrier-free to mobility impaired users?		
1	81.3	
2	81.8	
3	58.8	
4	84.2	
		N.S.
Total Number = 82		
23. Is the interior of your library, except for stacks, barrier-free to mobility impaired users?		
1	87.5	
2	72.7	
3	52.9	
4	81.6	
		N.S.
Total Number = 82		
24. Are there appropriate signs, e.g., large print, for visually impaired users?		
1	68.8	
2	63.6	
3	55.6	
4	47.4	
		N.S.
Total Number = 83		
25. Do you maintain deposit collections for institutionalized handicapped individuals?		
1	87.5	
2	100.0	
3	83.3	
4	84.2	
		N.S.
Total Number = 83		

	% Yes	Significance
26. Do you provide transportation to the library for handicapped users?		
1	18.8	
2	9.1	
3	0	
4	2.7	
		N.S.
Total Number = 82		
27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users?		
1	37.5	
2	45.5	
3	44.4	
4	52.6	
		N.S.
Total Number = 83		
28. Are outreach services for homebound, handicapped users provided by library staff from your library building?		
1	68.8	
2	54.5	
3	77.8	
4	64.9	
		N.S.
Total Number = 82		
29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building?		
1	50.0	
2	54.5	
3	38.9	
4	21.1	
		N.S.
Total Number = 83		
30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system?		
1	28.6	
2	14.3	
3	50.0	
4	58.6	
		N.S.
Total Number = 55		

		% Yes	Significance
31.	Are outreach services to institutionalized handicapped individuals provided by library staff from your library building?		
	1	62.5	
	2	72.7	
	3	77.8	
	4	56.8	
			N.S.
	Total Number = 82		
32.	Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building?		
	1	31.3	
	2	27.3	
	3	11.1	
	4	24.3	
			N.S.
	Total Number = 82		
33.	Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system?		
	1	14.3	
	2	14.3	
	3	53.8	
	4	57.6	
			N.S.
	Total Number = 60		
34.	Are materials circulated by mail from your building to handicapped users?		
	1	93.8	
	2	90.9	
	3	100.0	
	4	97.4	
			N.S.
	Total Number = 83		
35.	Are materials circulated by mail from another library in your library system to handicapped users?		
	1	0	
	2	25.0	
	3	28.6	
	4	20.0	
			N.S.
	Total Number = 59		

Staffing for Library Service to Handicapped Users	% Yes	Significance
37. Do you have a staff member with knowledge of sign language?		
1	6.3	
2	45.5	
3	33.3	
4	36.1	
		N.S.
Total Number = 81		
38. Do you have a staff member with knowledge of Braille?		
1	6.3	
2	9.1	
3	22.2	
4	33.3	
		N.S.
Total Number = 81		
39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users?		
1	75.0	
2	70.0	
3	88.9	
4	83.3	
		N.S.
Total Number = 80		
40. Does the library provide in-service training for library service to handicapped users?		
1	62.5	
2	27.3	
3	66.7	
4	61.8	
		N.S.
Total Number = 79		
41. Is there a staff member in your building responsible for coordinating library service to handicapped users?		
1	87.5	
2	81.8	
3	88.9	
4	83.3	
		N.S.
Total Number = 81		

		% Yes	Significance
42.	Is there a staff member in your library system responsible for coordinating library service to handicapped users?		
	1	75.0	
	2	71.4	
	3	86.7	
	4	76.5	
			N.S.
	Total Number = 64		
43.	Are volunteers used in your library building for library service to handicapped users?		
	1	62.5	
	2	36.4	
	3	38.9	
	4	55.6	
			N.S.
	Total Number = 81		
44.	During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals?		
	1	93.8	
	2	72.7	
	3	94.4	
	4	94.4	
			N.S.
	Total Number = 81		

Liaison

45.	In your library building, do you refer handicapped users to another library in your library system?		
	1	20.0	
	2	28.6	
	3	42.9	
	4	20.0	
			N.S.
	Total Number = 61		

	% Yes	Significance
50. Does your library maintain liaison with agencies serving handicapped individuals in your community?		
1	100.0	
2	90.9	
3	94.4	
4	100.0	
		N.S.
Total Number = 81		
51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action?		
1	40.0	
2	37.5	
3	64.7	
4	86.1	
		.03
Total Number = 76		
52. Is there a handicapped person on your library's governing board or advisory committees?		
1	18.8	
2	20.0	
3	11.1	
4	25.0	
		N.S.
Total Number = 80		
In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?		
53. Radio.		
1	75.0	
2	63.6	
3	77.8	
4	81.1	
		N.S.
Total Number = 82		
54. Television.		
1	37.5	
2	63.6	
3	61.1	
4	62.2	
		N.S.
Total Number = 82		

	% Yes	Significance
55. Newspaper.		
1	75.0	
2	81.8	
3	88.9	
4	94.6	
		N.S.
Total Number = 82		
56. Other local publications.		
1	50.0	
2	63.6	
3	94.9	
4	73.0	
		.03
Total Number = 81		
57. Talks before community groups.		
1	100.0	
2	100.0	
3	94.1	
4	97.3	
		N.S.
Total Number = 81		

Budget for Library Service to Handicapped Users

59. Can you identify an item or items in your budget for library service to handicapped users?		
1	81.3	
2	81.8	
3	100.0	
4	97.3	
		N.S.
Total Number = 82		

If the answer to question 59 is "yes" please check source or sources of funds.

60. Local or general funds.		
1	69.2	
2	55.6	
3	55.6	
4	55.6	
		N.S.
Total Number = 76		

		% Yes	Significance
61.	State funds.		
	1	92.3	
	2	66.7	
	3	61.1	
	4	72.7	
			N.S.
	Total Number = 76		
62.	Library Services and Construction Act or other Federal funds.		
	1	69.2	
	2	33.3	
	3	77.8	
	4	52.8	
			N.S.
	Total Number = 76		
63.	Foundation grants.		
	1	15.4	
	2	0	
	3	11.1	
	4	5.6	
			N.S.
	Total Number = 76		
64.	Philanthropy.		
	1	23.1	
	2	11.1	
	3	41.2	
	4	47.2	
			N.S.
	Total Number = 75		

TABLE E - 5.

PUBLIC LIBRARIES WITH AND WITHOUT BRANCHES

Resources for Handicapped Users	% Yes	Significance
3. Have you added any of the following items to your collection during the last 12 months:		
a. Talking books or magazines?		
With Branches	34.7	
Without Branches	26.6	
		N.S.
Total Number = 396		
b. Braille books or magazines:		
With Branches	19.2	
Without Branches	10.1	
		.02
Total Number = 397		
c. Large print books or magazines?		
With Branches	95.9	
Without Branches	91.6	
		N.S.
Total Number = 398		
d. High interest, low reading level materials?		
With Branches	84.1	
Without Branches	79.2	
		N.S.
Total Number = 398		
e. Captioned films?		
With Branches	8.2	
Without Branches	5.6	
		N.S.
Total Number = 398		
4. Does your library own any of the following items:		
a. Low vision reading device, e.g., closed-circuit T.V. reading machine?		
With Branches	8.2	
Without Branches	9.6	
		N.S.
Total Number = 398		

	% Yes	Significance
b. Magnifying device?		
With Branches	64.5	
Without Branches	70.8	
		N.S.
Total Number = 398		
c. Teletypewriter for communicating with hearing impaired users?		
With Branches	6.4	
Without Branches	.6	
		.006
Total Number = 398		
5. In addition to what is included in general reference materials, does your library collect material for the layman about:		
a. Visual impairment and blindness?		
With Branches	72.5	
Without Branches	71.8	
		N.S.
Total Number = 395		
b. Hearing impairment and deafness?		
With Branches	71.1	
Without Branches	68.4	
		N.S.
Total Number = 395		
c. Mobility impairments?		
With Branches	67.4	
Without Branches	65.5	
		N.S.
Total Number = 395		
Services for Handicapped Users		
6. Reader's advisory service for visually or hearing impaired users.		
With Branches	44.7	
Without Branches	42.4	
		N.S.
Total Number = 396		

	% Yes	Significance
7. Reference service via teletypewriter for hearing impaired users.		
With Branches	6.8	
Without Branches	2.2	
		N.S.
Total Number = 398		
8. Recording of material by staff for visually impaired users.		
With Branches	7.3	
Without Branches	2.8	
		N.S.
Total Number = 398		
9. Recording of material by volunteers for visually impaired users.		
With Branches	8.6	
Without Branches	8.4	
		N.S.
Total Number = 398		
10. Brailling of material by staff.		
With Branches	.9	
Without Branches	0	
		N.S.
Total Number = 397		
11. Brailling of material by volunteers.		
With Branches	3.2	
Without Branches	1.1	
		N.S.
Total Number = 398		
12. Newsletter for handicapped users.		
With Branches	4.5	
Without Branches	2.2	
		N.S.
Total Number = 398		
13. Retrieval of material from shelves for visually or mobility handicapped users.		
With Branches	81.8	
Without Branches	81.5	
		N.S.
Total Number = 398		

	% Yes	Significance
14. Information and referral service on community resources for handicapped users.		
With Branches	69.1	
Without Branches	73.0	
		N.S.
Total Number = 398		
15. Directory of braillists.		
With Branches	8.3	
Without Branches	5.1	
		N.S.
Total Number = 395		
16. Directory of interpreters for hearing impaired users.		
With Branches	8.7	
Without Branches	5.6	
		N.S.
Total Number = 397		
17. Book talks for handicapped users.		
With Branches	20.9	
Without Branches	13.0	
		N.S.
Total Number = 397		
18. Film programs for handicapped users.		
With Branches	27.4	
Without Branches	16.9	
		.02
Total Number = 396		
19. Assistance in use of special equipment such as record players for talking books.		
With Branches	63.2	
Without Branches	57.9	
		N.S.
Total Number = 398		
Facilities and Delivery Services for Handicapped Users		
21. Are there designated parking spaces near library for handicapped users?		
With Branches	45.7	
Without Branches	46.3	
		N.S.
Total Number = 396		

	% Yes	Significance
22. Is access to your library barrier-free to mobility impaired users?		
With Branches	68.3	
Without Branches	79.5	
		.02
Total Number = 394		
23. Is the interior of your library, except for stacks, barrier-free to mobility impaired users?		
With Branches	71.6	
Without Branches	75.8	
		N.S.
Total Number = 396		
24. Are there appropriate signs, e.g., large print, for visually impaired users?		
With Branches	58.4	
Without Branches	56.5	
		N.S.
Total Number = 396		
25. Do you maintain deposit collections for institutionalized handicapped individuals?		
With Branches	47.7	
Without Branches	38.2	
		N.S.
Total Number = 398		
26. Do you provide transportation to the library for handicapped users?		
With Branches	2.7	
Without Branches	3.9	
		N.S.
Total Number = 398		
27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users?		
With Branches	16.4	
Without Branches	10.2	
		N.S.
Total Number = 397		

	% Yes	Significance
28. Are outreach services for homebound, handicapped users provided by library staff from your library building?		
With Branches	63.0	
Without Branches	48.3	
		.005
Total Number = 397		
29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building?		
With Branches	38.2	
Without Branches	32.0	
		N.S.
Total Number = 398		
30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system?		
With Branches	31.5	
Without Branches	47.4	
		.02
Total Number = 240		
31. Are outreach services to institutionalized handicapped individuals provided by library staff from your library building?		
With Branches	54.5	
Without Branches	40.3	
		.007
Total Number = 396		
32. Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building?		
With Branches	26.0	
Without Branches	18.6	
		N.S.
Total Number = 396		
33. Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system?		
With Branches	28.2	
Without Branches	39.4	
		N.S.
Total Number = 241		

	% Yes	Significance
34. Are materials circulated by mail from your building to handicapped users?		
With Branches	31.8	
Without Branches	24.7	
		N.S.
Total Number = 398		
35. Are materials circulated by mail from another library in your library system to handicapped users?		
With Branches	26.8	
Without Branches	54.3	
		.001
Total Number = 254		

Staffing for Library Service to Handicapped Users

37. Do you have a staff member with knowledge of sign language?		
With Branches	19.1	
Without Branches	19.3	
		N.S.
Total Number = 396		
38. Do you have a staff member with knowledge of Braille?		
With Branches	1.4	
Without Branches	1.7	
		N.S.
Total Number = 397		
39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users?		
With Branches	64.8	
Without Branches	57.7	
		N.S.
Total Number = 394		
40. Does the library provide in-service training for library service to handicapped users?		
With Branches	17.8	
Without Branches	11.4	
		N.S.
Total Number = 395		

	% Yes	Significance
41. Is there a staff member in your building responsible for coordinating library service to handicapped users?		
With Branches	47.9	
Without Branches	44.9	
		N.S.
Total Number = 395		
42. Is there a staff member in your library system responsible for coordinating library service to handicapped users?		
With Branches	45.3	
Without Branches	53.8	
		N.S.
Total Number = 265		
43. Are volunteers used in your library building for library service to handicapped users?		
With Branches	18.6	
Without Branches	13.7	
		N.S.
Total Number = 395		
44. During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals?		
With Branches	59.4	
Without Branches	58.2	
		N.S.
Total Number = 396		

Liaison

45. In your library building, do you refer handicapped users to another library in your library system?		
With Branches	36.1	
Without Branches	45.6	
		N.S.
Total Number = 258		

How often do you call on your regional or subregional library for the blind and physically handicapped for:	1-5 times per yr.	6-10 times per yr.	11+ times per yr.	Never
46. Materials for users?				
With Branches	7.1	32.6	24.5	35.9
Without Branches	10.6	33.8	20.5	35.1
Total Number = 335	Significance = N.S.			
47. Equipment for users?				
With Branches	9.3	39.0	22.5	29.1
Without Branches	18.8	35.6	14.8	30.9
Total Number = 331	Significance = .04			
48. Assistance in providing information?				
With Branches	6.5	44.3	18.9	30.3
Without Branches	12.8	41.9	17.6	27.7
Total Number = 333	Significance = N.S.			
49. In-service training for staff?				
With Branches	63.8	31.9	1.2	3.1
Without Branches	71.1	27.3	0	1.7
Total Number = 281	Significance = N.S.			

	% Yes	Significance
50. Does your library maintain liaison with agencies serving handicapped individuals in your community?		
With Branches	81.5	
Without Branches	67.1	
		.02
Total Number = 389		
51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action?		
With Branches	22.2	
Without Branches	14.4	
		N.S.
Total Number = 390		

	% Yes	Significance
52. Is there a handicapped person on your library's governing board or advisory committees?		
With Branches	7.4	
Without Branches	4.0	
		N.S.
Total Number = 391		
In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?		
53. Radio.		
With Branches	39.8	
Without Branches	32.2	
		N.S.
Total Number = 393		
54. Television.		
With Branches	14.8	
Without Branches	11.9	
		N.S.
Total Number = 393		
55. Newspaper.		
With Branches	64.4	
Without Branches	59.3	
		N.S.
Total Number = 393		
56. Other local publications.		
With Branches	35.6	
Without Branches	30.7	
		N.S.
Total Number = 392		
57. Talks before community groups.		
With Branches	56.0	
Without Branches	44.9	
		.04
Total Number = 392		

	% Yes	Significance
Budget for Library Service to Handicapped Users		
59. Can you identify an item or items in your budget for library service to handicapped users?		
With Branches	39.8	
Without Branches	40.1	
		N.S.
Total Number = 393		
If the answer to question 59 is "yes" please check source or sources of funds.		
60. Local or general funds.		
With Branches	72.1	
Without Branches	81.7	
		N.S.
Total Number = 157		
61. State funds.		
With Branches	23.3	
Without Branches	19.7	
		N.S.
Total Number = 157		
62. Library Services and Construction Act or other Federal funds.		
With Branches	39.5	
Without Branches	22.5	
		.04
Total Number = 157		
63. Foundation grants.		
With Branches	3.5	
Without Branches	9.9	
		N.S.
Total Number = 157		
64. Philanthropy.		
With Branches	19.8	
With Branches	35.2	
		.05
Total Number = 157		

TABLE E - 6.

NETWORK LIBRARIES WITHIN AND OUTSIDE PUBLIC LIBRARIES

Resources for Handicapped Users	% Yes	Significance
3. Have you added any of the following items to your collection during the last 12 months:		
a. Talking books or magazines?		
Within Public Library	96.7	
Outside Public Library	95.7	
		N.S.
Total Number = 83		
b. Braille books or magazines?		
Within Public Library	30.0	
Outside Public Library	40.9	
		N.S.
Total Number = 82		
c. Large print books or magazines?		
Within Public Library	95.0	
Outside Public Library	100.0	
		N.S.
Total Number = 82		
d. High interest, low reading level materials?		
Within Public Library	65.0	
Outside Public Library	68.2	
		N.S.
Total Number = 82		
e. Captioned films?		
Within Public Library	18.3	
Outside Public Library	18.2	
		N.S.
Total Number = 82		
4. Does your library own any of the following items:		
a. Low vision reading device, e.g., closed-circuit T.V. reading machine?		
Within Public Library	21.7	
Outside Public Library	34.8	
		N.S.
Total Number = 83		

	% Yes	Significance
b. Magnifying device?		
Within Public Library	75.0	
Outside Public Library	87.0	
		N.S.
Total Number = 83		
c. Teletypewriter for communicating with hearing impaired users?		
Within Public Library	20.0	
Outside Public Library	17.4	
		N.S.
Total Number = 83		
5. In addition to what is included in general reference materials, does your library collect material for the layman about:		
a. Visual impairment and blindness?		
Within Public Library	83.1	
Outside Public Library	100.0	
		N.S.
Total Number = 82		
b. Hearing impairment and deafness?		
Within Public Library	74.6	
Outside Public Library	91.3	
		N.S.
Total Number = 82		
c. Mobility impairments?		
Within Public Library	71.2	
Outside Public Library	95.7	
		.04
Total Number = 82		
Services for Handicapped Users		
6. Reader's advisory service for visually or hearing impaired users.		
Within Public Library	86.7	
Outside Public Library	91.3	
		N.S.
Total Number = 83		

	% Yes	Significance
7. Reference service via teletypewriter for hearing impaired users.		
Within Public Library	18.3	
Outside Public Library	17.4	
		N.S.
Total Number = 83		
8. Recording of material by staff for visually impaired users.		
Within Public Library	30.0	
Outside Public Library	30.4	
		N.S.
Total Number = 83		
9. Recording of material by volunteers for visually impaired users.		
Within Public Library	46.7	
Outside Public Library	66.7	
		N.S.
Total Number = 81		
10. Brailling of material by staff.		
Within Public Library	10.0	
Outside Public Library	21.7	
		N.S.
Total Number = 83		
11. Brailling of material by volunteers.		
Within Public Library	20.0	
Outside Public Library	50.0	
		.02
Total Number = 82		
12. Newsletter for handicapped users.		
Within Public Library	66.7	
Outside Public Library	87.0	
		N.S.
Total Number = 83		
13. Retrieval of material from shelves for visually or mobility handicapped users.		
Within Public Library	98.3	
Outside Public Library	82.6	
		.03
Total Number = 82		

	% Yes	Significance
14. Information and referral service on community resources for handicapped users.		
Within Public Library	86.7	
Outside Public Library	95.7	
		N.S.
Total Number = 83		
15. Directory of braillists.		
Within Public Library	45.0	
Outside Public Library	47.8	
		N.S.
Total Number = 83		
16. Directory of interpreters for hearing impaired users.		
Within Public Library	23.3	
Outside Public Library	30.4	
		N.S.
Total Number = 83		
17. Book talks for handicapped users.		
Within Public Library	38.3	
Outside Public Library	36.4	
		N.S.
Total Number = 82		
18. Film programs for handicapped users.		
Within Public Library	45.0	
Outside Public Library	13.6	
		.02
Total Number = 82		
19. Assistance in use of special equipment such as record players for talking books.		
Within Public Library	95.0	
Outside Public Library	95.7	
		N.S.
Total Number = 83		

Facilities and Delivery Services for Handicapped Users

21. Are there designated parking spaces near library for handicapped users?		
Within Public Library	53.3	
Outside Public Library	39.1	
		N.S.
Total Number = 83		

	% Yes	Significance
22. Is access to your library barrier-free to mobility impaired users?		
Within Public Library	79.7	
Outside Public Library	73.9	
		N.S.
Total Number = 82		
23. Is the interior of your library, except for stacks, barrier-free to mobility impaired users?		
Within Public Library	78.0	
Outside Public Library	69.6	
		N.S.
Total Number = 82		
24. Are there appropriate signs, e.g., large print, for visually impaired users?		
Within Public Library	61.7	
Outside Public Library	39.1	
		N.S.
Total Number = 83		
25. Do you maintain deposit collections for institutionalized handicapped individuals?		
Within Public Library	90.0	
Outside Public Library	78.3	
		N.S.
Total Number = 83		
26. Do you provide transportation to the library for handicapped users?		
Within Public Library	6.7	
Outside Public Library	4.5	
		N.S.
Total Number = 82		
27. Do you provide an area or room for reading to or the use of special equipment by visually handicapped users?		
Within Public Library	50.0	
Outside Public Library	39.1	
		N.S.
Total Number = 83		

	% Yes	Significance
28. Are outreach services for homebound, handicapped users provided by library staff from your library building?		
Within Public Library	69.5	
Outside Public Library	56.5	
		N.S.
Total Number = 82		
29. Are outreach services to homebound, handicapped users provided by volunteers coordinated through your library building?		
Within Public Library	38.3	
Outside Public Library	26.1	
		N.S.
Total Number = 83		
30. Are outreach services to homebound, handicapped users in your community provided through another library in your library system?		
Within Public Library	36.8	
Outsdie Public Library	66.7	
		N.S.
Total Number = 56		
31. Are outreach services to institutionalized handicapped individuals provided by library staff from your library building?		
Within Public Library	71.2	
Outside Public Library	50.0	
		N.S.
Total Number = 81		
32. Are outreach services to institutionalized handicapped individuals provided by volunteers coordinated through your library building?		
Within Public Library	22.0	
Outside Public Library	27.3	
		N.S.
Total Number = 81		
33. Are outreach services to institutionalized handicapped individuals in your community provided through another library in your library system?		
Within Public Library	34.1	
Outside Public Library	70.0	
		.02
Total Number = 61		

	% Yes	Signif-cance
34. Are materials circulated by mail from your building to handicapped users?		
Within Public Library	96.7	
Outside Public Library	95.7	
		N.S.
Total Number = 83		
35. Are materials circulated by mail from another library in your library system to handicapped users?		
Within Public Library	14.6	
Outside Public Library	31.6	
		N.S.
Total Number = 60		

Staffing for Library Service to Handicapped Users

37. Do you have a staff member with knowledge of sign language?		
Within Public Library	32.2	
Outside Public Library	31.8	
		N.S.
Total Number = 81		
38. Do you have a staff member with knowledge of Braille?		
Within Public Library	22.0	
Outsdie Public Library	22.7	
		N.S.
Total Number = 81		
39. Are new staff oriented to resources, services, facilities, and special programs for handicapped users?		
Within Public Library	79.3	
Outside Public Library	86.4	
		N.S.
Total Number = 80		
40. Does the library provide in-service training for library service to handicapped users?		
Within Public Library	55.2	
Outside Public Library	71.4	
		N.S.
Total Number = 79		

	% Yes	Significance
41. Is there a staff member in your building responsible for coordinating library service to handicapped users?		
Within Public Library	84.7	
Outside Public Library	86.4	
		N.S.
Total Number = 81		
42. Is there a staff member in your library system responsible for coordinating library service to handicapped users?		
Within Public Library	80.0	
Outside Public Library	75.0	
		N.S.
Total Number = 65		
43. Are volunteers used in your library building for library service to handicapped users?		
Within Public Library	54.2	
Outside Public Library	45.5	
		N.S.
Total Number = 81		
44. During the past two years, has a staff member attended a workshop, an institute, or a course on library service to handicapped individuals?		
Within Public Library	89.8	
Outside Public Library	100.0	
		N.S.
Total Number = 81		

Liaison

45. In your library building, do you refer handicapped users to another library in your library system?		
Within Public Library	19.1	
Outside Public Library	46.7	
		N.S.
Total Number = 62		

	% Yes	Significance
50. Does your library maintain liaison with agencies serving handicapped individuals in your community?		
Within Public Library	98.3	
Outside Public Library	100.0	
		N.S.
Total Number = 81		
51. Does your library maintain liaison with organizations of handicapped persons such as the American Council of the Blind or Disabled Citizens in Action?		
Within Public Library	63.6	
Outside Public Library	72.7	
		N.S.
Total Number = 77		
52. Is there a handicapped person on your library's governing board or advisory committees?		
Within Public Library	19.0	
Outside Public Library	27.3	
		N.S.
Total Number = 80		
In the past year, have you utilized any of the following media for publicizing library service to handicapped individuals?		
53. Radio.		
Within Public Library	75.0	
Outside Public Library	77.3	
		N.S.
Total Number = 82		
54. Television.		
Within Public Library	60.0	
Outside Public Library	50.0	
		N.S.
Total Number = 82		
55. Newspaper.		
Within Public Library	86.7	
Outside Public Library	90.9	
		N.S.
Total Number = 82		

	% Yes	Significance
56. Other local publications.		
Within Public Library	71.7	
Outside Public Library	77.3	
		N.S.
Total Number = 82		
57. Talks before community groups.		
Within Public Library	96.6	
Outside Public Library	100.0	
		N.S.
Total Number = 81		

Budget for Library Service to Handicapped Users

59. Can you identify an item or items in your budget for library service to handicapped users?		
Within Public Library	91.7	
Outside Public Library	95.5	
		N.S.
Total Number = 82		

If the answer to question 59 is "yes" please check source or sources of funds.

60. Local or general funds.		
Within Public Library	63.6	
Outside Public Library	42.9	
		N.S.
Total Number = 76		
61. State funds.		
Within Public Library	69.1	
Outside Public Library	81.0	
		N.S.
Total Number = 76		
62. Library Services and Construction Act or other Federal funds.		
Within Public Library	63.6	
Outside Public Library	47.6	
		N.S.

	% Yes	Significance
63. Foundation grants.		
Within Public Library	9.1	
Outside Public Library	4.8	
		N.S.
Total Number = 76		
64. Philanthropy.		
Within Public Library	35.2	
Outside Public Library	47.6	
		N.S.
Total Number = 75		

TABLE E. - 7. STATE LIBRARY AGENCIES

N = 44 TRAINING	Yes	No, but needed	No, not needed
1. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for librarians on library services to handicapped individuals during the last twelve months.	52%	43%	5%
2. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for volunteers on library service to handicapped individuals during the last twelve months.	34%	46%	20%
3. Sponsored and/or conducted one or more workshops, institutes, conferences, or other formal training programs for professionals other than librarians on library service to handicapped individuals during the last twelve months.	32%	52%	16%
4. Stimulated the State's library school(s) to offer instruction in library service to handicapped individuals.	34%	32%	34%
STAFFING, COORDINATION, LIAISON			
5. Have at least one full time consultant, or the equivalent thereof, on library service to handicapped individuals.	68%	25%	7%
6. Coordinate library services for handicapped individuals offered by the State library agency with those of public, academic, and school libraries.	75%	20%	5%
7. Coordinate library services for handicapped individuals offered by the State library agency with those of institutional libraries.	84%	11%	5%
8. Work with other agencies and organizations in stimulating use of libraries by handicapped individuals.	96%	2%	2%
9. Have handicapped individuals on the State library agency's advisory committees.	75%	23%	2%
10. Involve handicapped individuals in ways other than committee assignments in the State library agency program of public library services to handicapped individuals.	67%	24%	9%

BACKUP SERVICES AND COLLECTION	Yes	No, but needed	No, not needed
11. Maintain backup collection of captioned films for local libraries.	2%	68%	30%
12. Maintain backup collection of large print books for local libraries.	77%	14%	9%
13. Maintain backup collection on handicapping conditions for local libraries.	84%	11%	%
14. Maintain - if other agencies do not - directory of interpreters for deaf individuals in the State.	9%	20%	71%
15. Maintain - if other agencies do not - directory of Braillists in the State.	46%	19%	35%
16. Provide reference service via teletypewriter for deaf individuals.	14%	69%	17%
FUNDING			
17. Work actively toward full funding or additional funding of Federal programs for library services to handicapped individuals.	82%	9%	9%
18. Work actively toward full funding or additional funding of State programs for library service to handicapped individuals.	88%	7%	5%
19. Assist local libraries in obtaining local funding for library service to handicapped individuals.	62%	19%	19%
20. Provide funds to local libraries for library service to handicapped individuals.	64%	20%	16%
OTHER			
21. Conducted surveys of the State's library service for handicapped individuals during the last two years.	60%	30%	10%

22. In your opinion, are there exemplar public libraries in your state in terms of library service to handicapped individuals? Yes 63% No 27%

23. If you answered "yes" to question 22, please list up to five such libraries below.

23. continued.

Alabama

Mobile Public Library
Birmingham-Jefferson County Public Library
Huntsville-Madison County Public Library
Public Library of Selma-Dallas County
Montgomery City-County Public Library

Arizona

Flagstaff City-Coconino County Public Library System
Prescott Public-Yavapai County Library System
Tucson Public Library

California

San Francisco Public Library
Santa Fe Springs City Library
San Jose Public Library
Alameda County Library

Colorado

Mesa County Public Library
Boulder Public Library
Aurora Public Library
Pike's Peak Regional Library District, Penrose Public Library

Connecticut

Greenwich Library
New Haven Free Public Library
Hartford Public Library
Meriden Public Library
Groton Public Library

Florida

Miami-Dade Public Library - Talking Book program
Northwest Regional Library System - Bay County Public Library
Orlando Public Library
Broward County Public Library System - Talking Book program

Georgia

Tri-County Regional Library, Rome
Middle Georgia Regional Library, Macon
Athens Regional Library, Athens
Chattahoochee Valley Regional Library, Columbus
Oconee Regional Library, Dublin

Hawaii

Library for the Blind and Physically Handicapped, Hawaii State Library System

23. continued

Illinois

Please see: Illinois Public Libraries Providing Services for Persons with Handicaps. Report no. 4. Illinois State Library. Springfield, IL, May 1978.

Kansas

North Central Kansas Library System, Manhattan
Topeka Public Library

Maryland

Public Library of Annapolis & Anne Arundel County Inc.
Baltimore County Public Library
Prince George's County Memorial Library System
Montgomery County Department of Public Libraries

Massachusetts

Newton Free Library
Framingham Public Library
Watertown Free Public Library
Worcester Public Library
Wilbraham Public Library

Michigan

Farmington Community Library

Mississippi

Judge George W. Armstrong Library, Natchez
Meridian Public Library

Nebraska

Omaha Public Library
Cozad Public Library
Norfolk Public Library
Columbus Public Library
Imperial Public Library

Nevada

Clark County Library Blind Services

New Jersey

Gloucester City Public Library
Berkeley Heights Public Library

23. continued

New York

Rochester Public Library
Brooklyn Public Library
Buffalo & Erie County Public Library
Port Washington Public Library
New York Public Library - Library for the Blind and Physically Handicapped

Ohio

Chillicothe & Ross County Public Library
Public Library of Youngstown & Mahoning County
Euclid Public Library
Warren Public Library
Public Library of Columbus & Franklin County

Pennsylvania

Hanover Public Library
Altoona Public Library

Tennessee

Memphis-Shelby County Public Library & Information Center
Public Library of Nashville & Davidson County

Texas

Pasadena Public Library

Vermont

Rutland Free Library
South Burlington Community Library
Swanton Public Library

Virginia

Alexandria Library
Fairfax Library
Arlington County Department of Libraries
Virginia Beach Department of Public Libraries & Information

Washington

Seattle Public Library
Spokane Public Library
King County Library System
Pierce County Library

West Virginia

Cabell County Public Library
Kanawha County Public Library
Morgantown Public Library
Parkersburg and Wood County Library
West Virginia School for the Blind

23. continued

Wisconsin

Eau Claire Public Library
Oshkosh Public Library
Dane County Library Service
Racine Public Library

APPENDIX F.

Public Library Service to Physically Handicapped Persons: A Background Paper for White House Conference Delegates On Library and Information Services

PUBLIC LIBRARY SERVICE TO PHYSICALLY HANDICAPPED PERSONS:

A BACKGROUND PAPER FOR WHITE HOUSE CONFERENCE DELEGATES ON LIBRARY AND INFORMATION SERVICES

Handicapped persons are defined here as individuals with visual, hearing, and/or mobility impairments. Emotionally and developmentally impaired persons are not included. There are no accurate figures available on the number of such handicapped persons in the United States. A 1977 article in the New York Times reported the following figures, drawn from information provided by the National Arts and the Handicapped Information Service and from the National Center for Health Statistics:

1.3 million blind persons

8.2 million visually impaired persons

2.4 million deaf persons

11.4 million permanently disabled persons. [1]

In early 1979, a national survey on public library service to handicapped persons was conducted. This survey was supported by a grant from the United States Office of Education, Library Research and Demonstration Branch of the Division of Library Programs. Some of the survey results, based on returns from 398 public libraries serving populations of 25,000 or more, are highlighted below. The methodology used and a table of selected results are given in appendices.

In the comparison of public library use by nonhandicapped and handicapped persons given here, only the physical aspects of library use are considered. For example, a nonhandicapped person can physically remove a tray from the card catalog and can read the print on the catalog cards, though he may have no understanding of the function and organization of the card catalog itself.

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[1] "The Handicapped, a Minority Demanding Its Rights." New York Times, February 13, 1977, Section 4, p. 8, columns 1 and 2.

It should be pointed out that print-handicapped persons, those physically unable to read print or hold books and turn pages, have access to the Library of Congress' National Library Service for the Blind and Physically Handicapped (NLS). Recorded and brailled books and/or magazines are mailed to print-handicapped persons without charge to them, through 159 network libraries of NLS, of which about two thirds are parts of public libraries. While NLS is an extremely valuable service, it is not a substitute for public library service as outlined below, since NLS-produced material represents only a small portion of the publishing output and since NLS is primarily a book or magazine mailing service.

A Comparison of Public Library Service to Nonhandicapped and Handicapped Persons

Nonhandicapped	Handicapped
The nonhandicapped person can enter the library building and move about in it freely. This includes walking to the card catalog, removing a tray, reading the information on the cards, walking to the stacks, removing an item, reading it in the library, and photocopying it or borrowing it for home use.	Mobility-handicapped persons cannot enter one fourth of the public libraries. Designated parking spaces for handicapped persons near the library are provided by about half of the libraries. Only about one sixth of the libraries have an area designated for reading to handicapped persons. A very small percantage of libraries provide transportation to and from the library. Most libraries retrieve materials from the shelves for handicapped patrons.

Nonhandicapped

The nonhandicapped person can - at least potentially - use any printed material, recorded material, or audiovisual material. If needed material is not in a given library, it can usually be obtained through interlibrary loan.

Nonhandicapped persons can ask reference librarians orally or in writing any question that may be answerable in the literature or through other resources. In addition, most public libraries offer a variety of services. Examples of such services are: the information and referral services which provide the inquirer with names of persons or organizations that have the needed

Handicapped

Print-handicapped persons are more restricted in format of reading material that they can use. Reading machines for the totally blind are appearing on the market but with few exceptions are not yet available in public libraries. For the partially sighted, reading devices such as closed-circuit television systems are available but only a small percentage of libraries have such devices. Talking books and magazines are in about a third of the public libraries, and braille books or magazines in about one sixth, while most libraries have large-print books.

Deaf persons may have difficulty in asking questions of librarians because only about one fifth of the public libraries have a staff member with knowledge of sign language and an even smaller number of public libraries have teletypewriters for communicating with deaf persons. Information and referral services on resources in the community for handicapped persons are provided in about three fourths of the

Nonhandicapped	Handicapped
information or resources; book talks; film programs.	libraries. There are book discussion groups for visually and/or hearing impaired persons in about one fifth of the libraries, and film programs for hearing-impaired persons are offered by about one fourth of the libraries.
The public library draws its support from the community and makes use of community agencies for the planning, development, publicizing and evaluation of its services. Thus the library maintains liaison with community agencies and often has representatives of such groups on its governing board or advisory committees.	While three fourths of the libraries maintain liaison with agencies serving handicapped persons, only approximately one fifth of the libraries maintain liaison with organizations of handicapped persons. Only a few libraries have handicapped persons on their governing boards or advisory committees.

APPENDIX A

METHODOLOGY

Public libraries other than NLS network libraries serving populations of 25,000 or more were selected from the 1977/78 edition of Bowker's American Library Directory. Every third such library was selected. Usable questionnaires were obtained from 398 libraries out of the 488 libraries contacted, giving an 81 percent return.